

SESAs Conducting UI Integrity Related Activity

(Work Summaries Attached)

Alaska	Nebraska
Arkansas	Nevada
Colorado	New Hampshire
Connecticut	New Jersey
Idaho	New York
Illinois	New Mexico
Iowa	North Dakota
Kansas	Ohio
Kentucky	Oklahoma
Louisiana	Oregon
Maine	Pennsylvania
Massachusetts	Rhode Island
Minnesota	South Dakota
Mississippi	Tennessee
Missouri	Texas
Montana	Utah
	Wyoming

State: Connecticut
Contact Person: William Reggio
Telephone Number: (203) 566-8110

Summary of Work Undertaken:

Title of Project: Central Office Payment System (COPS) Review

Objectives: To verify if the SESA local offices (after becoming fully automated) were following the claims procedures in effect and to determine what, if any, procedures were not being followed. An additional objective was to follow claims electronically to insure that an audit trail exists.

Description of Project: Using Random Audit methodology, random samples of local office cases were selected, examined and investigated to ascertain whether or not the claims were processed according to written procedures.

Results: The following recommendations were made and are currently being addressed:

1. Development of an operations manual being worked on by the Technical Unit.
2. Increased emphasis on retraining agency personnel to correctly enter information into the "COP" system to facilitate an electronic audit trail.

Staffing Required and Completion Date: Four experienced RA/QC staff members worked on this project for approximately two to three months and completed it by the end of September, 1985.

Additional Projects: The two new members of the QC staff have been operating a modified QC program since June. After completing the "COPS Review Project," the remainder of the QC staff also began working on the modified QC program.

They modified the proposed QC program by eliminating all of the elements not related to benefit eligibility, including the longitudinal questions and occupational and industrial codes. They are using the standard methodology, except half of the work search contracts are being verified by telephone.

They have developed additional State specific coding and have redesigned the forms used in order to capture more information and create data bases on their computerized "Mapper System."

They are selecting and investigating twelve (12) cases per week.

State: Maine

Contact Person: Bryan Saunders

Telephone Number: (207) 289-3951

Summary of Work Undertaken:

Maine implemented the Quality Control Program including the longitudinal data. Weekly samples were drawn using the QC procedures. Investigations were conducted using recommended QC procedures and techniques. QC forms and formats were used including the longitudinal data. Coding data was collected using standard QC definitions. The QC hard/software was not utilized.

1. State: Massachusetts
2. Contact Person: John Murphy, Quality Control Director
3. Telephone Number: (617) 727-1826
4. Summary of Work Undertaken:
 - a. Title of project: Experimental Quality Control (Modified)
 - b. Objectives:
 - 1) To obtain a preliminary broad overview of the nature of the UI operation to set the basis for a Quality Control Effort.
 - 2) To structure and organize a Prototype Office in anticipation of a formal Quality Control undertaking.
 - 3) To provide on-the-job training to field staff.
 - 4) To draft forms and procedures and provide time for testing to enable smooth transition into a formal Quality Control Program.

5. Description of Project:

Massachusetts is implementing a QC program inspired on the National Office model. The questionnaire is an adaptation from the National Office. It has 41 questions, whereas the N.O. has 60. Optional questions and information not relevant to eligibility, e.g. sex and race, have been taken out. The regular N.O. formula is used to determine the sample of 10 cases per week. The start numbers are "made-up" because the N.O. is not providing them.

At the present time there are 100 cases completed, 20 incompletd and 25 pending review by the Error Resolution Committee. Cases are not completed unless reviewed by the ERC. The ERC provides extra checks to ensure that QC determinations are in accordance with SESA law and policy. It also determines the strategy to correct errors identified.

According to the Director, each case reviewed by Quality Control represents thousands of benefit payments. Whenever a case is determined to be paid in error, this error will be projected to the total population. The dollar amount of the error will also be projected into the total population. Therefore, even a payment error of \$10 is very significant when projections are made.

In order to assure that each error coded is accurate and consistent with agency policy and operations procedures, careful review policy must be followed.

Whenever a Quality Control Reviewer determines that an error has been made, the Reviewer will write up the findings and present them to the Director of Quality Control. The Director and Reviewer will discuss the case and come to an agreement. If this agreement is that an error still exists, a copy of the findings will be sent (through Operations) to the Local Office involved, for review and comment. If the issue involved has been previously decided by adjudications, a copy of the findings will also be sent (through Operations) to the adjudicator for review and comment. The comment period will be limited to seven calendar days.

The findings and any comments received will be reviewed by Operations and Policy, Planning and Evaluation.

When comments have been considered and an error still exists, the Director of Quality Control will present the findings to the Error Resolution Committee. The Committee will meet bi-weekly. The members of the ERC are: SESA Executive Director, Deputy Director for Administration and Finance, Director of the Office of Policy, Planning and Evaluation, Director of Operations and the UI Program Director.

It is the responsibility of the Director of Quality Control to provide a summary of each error case to each member of the Committee two days prior to each meeting. The Director of Quality Control will bring the case file with all documentation to the meeting.

The Error Resolution Committee may instruct the Director of Quality Control to change the determination and coding of a case if the Committee finds:

1. the determination is incorrect (e.g., improper coding, undocumented finding); or
2. the determination constitutes an incorrect interpretation of agency policy; or
3. the Committee determines that the specific policy upon which the error is based is not in keeping with general agency policy and should be changed.

If a change is made in the determination based on (2) above, a clarification of agency policy will be prepared and distributed by UI Operations. A copy will be provided to the Director of Quality Control who will inform Quality Control Reviewers of the clarification. Current and future cases will reflect the policy interpretation.

At the present time, QC is considering reducing the sample to concentrate on problem resolution. According to the Director, the problems identified to date are those typical of States with a wage reporting system, but are sufficient to draw conclusions and assumptions relative to the nature and spread of the problems to enable corrective action. The Director is also working on an overpayment writing-off policy and procedures. This involves the need to define and set policy relative to time limits when a debt is kept active. Also, they are re-writing and re-designing the form entitled "Request for Wages and Separation Information" to facilitate the employer's understanding of the requested information and minimize errors.

6. Planned Completion Date:

It is anticipated that the Project will be wrapped-up 4 to 5 weeks prior to the official start date of the Federal Quality Control Effort.

7. Staffing Required:

The Quality Control is made up of nine individuals, including the Director and a secretary. Contrary to the N.O. model, there are no investigators, but Quality Control Analysts.

State: New Hampshire

Contact Person: Robert Dorsch

Telephone Number: (603) 224-3311

Summary of Work Undertaken:

During the Secretary's period of review of the Unemployment Insurance Service Quality Control design, the New Hampshire Bureau of Employment Security assigned its QC staff responsibility for assisting the Investigation Unit. QC staffers conducted Benefit Payment Control investigations, primarily Fraud and completed case write-ups.

On October 11, 1985, New Hampshire implemented its Quality Control Program, slightly modified from the National Office design involving:

- a. selecting samples - using QC sampling procedures
- b. conducting investigations - in-person contact - as prescribed in QC State Operations Manual
- c. using forms/formats - excluding the longitudinal; and
- d. coding data collected - excluding longitudinal data - using standard DCI definitions.

On October 30, 1985, New Hampshire requested ADP Release 1.1. It is anticipated that it will be used in accordance with QC recommendations prescribed in the State Operations Handbook.

State: Rhode Island
Contact Person: Richard Velleca
Telephone Number: (401) 227-3570

Summary of Work Undertaken

Title of Project: Employer Contacts

Objectives: To instruct those employers which have the most benefit claims filed against them about how to accurately complete the employee wage and termination forms sent to them by the local offices.

To provide a brief explanation of the claims process, including the forms sent to employers, adjudication of issues affecting eligibility for benefits, employer and claimant rights of appeal, and use of the DES-435 form (Notice of Hire).

Finally, to provide answers to questions raised by employers and to refer questions that could not be answered by the QC investigator to the appropriate unit within the Agency

Description of Project: The QC investigators received computer printouts of employers by zip code. They also were instructed to visit the local offices to review the claims files and select those employers with the most contacts with the Agency and visit them initially. The investigators would then telephone selected employers to schedule appointments. The purpose of the visit was explained to the employer representatives in some detail in order to convey to them that they were not to be audited. The thought of an audit tends to make some employers discourage or evade the investigator's visit.

Results to Date: Some 700 employers statewide have been visited, representing approximately 62,000 employees.

Planned Completion Date: This is an ongoing project which could end at any time pending the startup of Quality Control.

Plans for Use of Results: Once the unit begins investigating cases again, the number of monetary redeterminations will be looked at closely to determine what impact the project had in this particular area.

Staffing Required to Conduct Project: At the present time, the entire QC staff is involved in this project.

STATE: New Jersey

CONTACT PERSON: Christine Firman

TELEPHONE NUMBER: (609) 292-2707

Project: Local Office ERP/Work Search Evaluation

Objectives: To assess the adequacy of local office files and evaluate ERP/Work Search Procedures

Description: Investigators reviewed files in 12 local offices to determine the availability of key work search information. Claims were also examined to evaluate the extent to which local offices were following official ERP procedures.

Results to Date: Local office files are inadequate for RA/QC purposes. Files are not kept in proper order and are not current. ERP procedures are not being followed and the quality of information being given to claimants is poor. Forms are incomplete or incorrect.

Planned Completion Date: September

Plans for Use of Results: A series of recommendations has been submitted to the UI Director which would significantly change local office ERP procedures.

Staffing Required: All investigators were used over a 2 month period. QC staff continues to serve on various internal committees evaluating UI operations.

Additional Projects Planned: Staff is currently in the process of re-coding Random Audit cases in the QC format to allow for more detailed evaluation of erroneous payments.

STATE: New York

CONTACT PERSON: Linda Parr

TELEPHONE NUMBER: (518) 457-3638

Project: Case File Review - Random Audit Profile

Objectives: To recode all cases from the past two years into the QC format to allow for more useful information for identifying causes and sources of overpayment errors.

Description: Investigators reviewed each case in detail and recoded the case in a manner which should provide insight into local office errors.

Results to Date: All recoding has been completed and analysis of the results is underway.

Planned Completion Date: The overpayment project is to be completed by December 1, 1985.

Plans for Use of Results: Procedures will be analyzed in an effort to curtail payment errors.

Staffing Required: All investigators are working on the project.

Additional Projects: Upon completion of the overpayment study, underpayments will be analyzed.

SESA ACTION DURING QC REVIEW PERIOD

1. State: Pennsylvania
2. Contact Person: Betty Miller, QC Supervisor
3. Telephone Number: 717-787-3949
4. Summary of Work Undertaken:
 - a. Title of Project: Quality Control
 - b. Objectives: To utilize QC forms, hardware and software; to continue investigation of QC cases; to gain QC experience.
 - c. Description: Following central office training on PRO 380 and new forms during August, eight investigators have been involved in claims investigation.
5. Additional Activities: 1. Following RA, the six investigators on board were involved in RA corrective action. The investigators spent approximately one week in twenty-one local offices working with local office staff to assure that payorders were mark sensed properly as related to information on low earning reports and claim record cards; to determine if employer separation notices were being reviewed and potential issues were being identified; and to determine if local offices are setting up overpayments on appeal reversal cases. 2. Pennsylvania has been recoding RA cases using the QC codes and putting the data on the PRO 380. When completed they will have a sizeable data bank available for analysis. This exercise has also been useful in terms of providing training.
6. Comments: Two recently hired investigators need Federal training.



CABINET FOR HUMAN RESOURCES
COMMONWEALTH OF KENTUCKY
FRANKFORT 40621

→ UI

Ky.

~~DEPARTMENT FOR HUMAN RESOURCES~~
Department for Employment Services

November 18, 1985

Mr. Lawrence E. Weatherford, Regional Administrator
U. S. Department of Labor
Employment and Training Administration
1371 Peachtree Street, N.E.
Atlanta, Georgia 30367

Dear Mr. Weatherford:

In response to SESA Issuance No. 85-235, we report the following with respect to Quality Control (QC) staff usage during the review period.

In the first weeks of the Secretary's review, the QC Section was under instructions to "cease Quality Control Activities." Consequently, the staff was temporarily assigned to other units for several weeks. The decision was made to assign the investigators to those areas where the most benefit to the U.I. Program could be realized, and to duties that would be consistent with training for Quality Control investigations.

The following investigators were assigned to UI tax auditors in the field offices:

John Fern	-	Ashland and Covington
Elaine Grant	-	Owensboro
Rodney Mullins	-	Whitesburg and Prestonsburg
Ike Rogers	-	Lexington
Carol Young	-	Paducah

One hundred fifty-two cases involving "liability determination" cases were completed by the investigators. This was also a valuable training tool as it involved in person contact with employers, and familiarization with payroll and tax records.

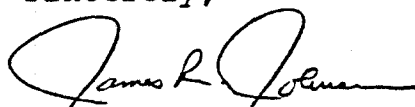
Margaret Paris was assigned to the Louisville Fraud Investigator during the interim. She assisted in completing a variety of fraud investigations. This training was also valuable as it involved wages verification and personal contact with employers.

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November 18, 1985

In the first week of August, the approval was given for the section to return to QC activities. Starting with the week of August 11, 1985, sample cases were assigned for investigation. Since that time, we have been operating a QC program. There have not been any significant changes or modifications to the original QC design.

If we can be of further assistance, please feel free to contact me at (502) 564-2367.

Sincerely,

A handwritten signature in dark ink, appearing to read "James R. Johnson". The signature is fluid and cursive, with the first name "James" and last name "Johnson" clearly distinguishable.

James R. Johnson, Director
Division for Administration
and Financial Management

SRJ/ANE/gb

1. STATE - MISSISSIPPI

2. CONTACT PERSON - JULIA CRITTENDEN

3. TELEPHONE NUMBER - (601) 961-7714

4. SUMMARY OF WORK UNDERTAKEN - During the interim, this agency has conducted a benefits management control program to identify and correct procedural deficiencies on the local level, as well as examine better office procedures identified by lower error rate. Intensive sampling has been conducted in local offices where improper payments, identified by Random Audit, have been above and below average.

Six local offices, including itinerant points, have been sampled with up to twenty four cases in each office. Quality Control forms have been used without the demographic portion of the claimant questionnaire.

The cases have been randomly selected by computer and telephone verification rather than in person contact has been utilized in any instance determined feasible by the investigator. The five Quality Control investigators have prepared statements in addition to the case summary indicating the cause and prevention of each payment error. This system will continue until the conclusion of the Quality Control review period.

As the local office sampling is completed, the payment errors during the key week are identified by cause and the error rate is established based on the number of cases sampled. The same procedure is followed for improper payment outside the key week. As the errors are identified and the error rate is established, we are analyzing the results and reviewing possible corrective actions to determine the most effective remedies.

JC/jwb



STATE OF TENNESSEE
DEPARTMENT OF EMPLOYMENT SECURITY
NASHVILLE 37219

C. Warren Neel
COMMISSIONER

November 15, 1985

1. Tennessee
2. Vernon Pacer
3. AC 615 741-3190
4. Summary of Work Undertaken
 - a. Title of Project: modified Quality Control Program
 - b. Objective: to continue to gather data to determine the accuracy of payments to UI claimants; to ascertain the correct reporting and recording of wages by employers.
 - c. Description of Project: we randomly select fourteen (14) cases each week from the weekly population file. We follow the Quality Control methodology with the exception of asking states outside of the region for wage audits or work searches. The new questionnaire and coding sheets are used. Utilization of the Micro 380 computer is increasing on a daily basis.
 - d. Results to Date: we have identified errors in employer wage records and continue to discover that over 50% of work searches cannot be verified.
 - e. Planned Completion Date: continuous.
 - f. Plans for use of results: to recommend a corrective action program to deal with all types of errors.
 - g. Staff required to conduct project: total staff (9)
5. Additional Projects Planned: none at the present, but we will keep you advised if we modify or change this project or develop new projects.
6. Comments: none.

CWN:VP:mc

The Quality Control Experience

Illinois

Report prepared by:

Ronald L. Herbon, Manager Random Audit

(312) 793-7531

Illinois Quality Control/Random Audit concentrated its efforts into four areas while still pulling cases.

The four areas include:

1. Time studies in the following areas:

A. Work search verification, telephone vs. in person

B. Claimant interviews, telephone vs. in person

Final results are still pending, but the tentative results indicate that the work search results by telephone are no different than in person results, and the time and cost factor is significantly lower.

Claimant interviews proved the opposite. Complete information could only be obtained in person.

2. Feasible studies concerning base period wages and the reporting mechanism used by the employers

(nothing to report at this time)

3. Coding errors that do not in themselves create overpayments

(see attachment A)

4. Establishing an overpayment/error coding procedure that relates only to Illinois law and policy

(see attachment B)

KEY WEEK ACTION CODES - QC ANALYSIS

- | | |
|---------------------------------------|-----------------------------------------|
| 1. Difference in Base Period wages | 5. Recall Status |
| 2. Registration with Job Service | 6. Underpayments outside of the keyweek |
| 3. Overpayment outside of the keyweek | 7 Other (explain) |
| 4. Questionable work search | |

SCREEN H3

DISCREPANCY CLASSIFICATION - ISSUE ONE

#OF WEEKS	<u> </u> / <u> </u> / <u> </u>	KW Action QC Analysis	<u> </u> / <u> </u> / <u> </u>
Error Responsibility:	<u> </u> / <u> </u> / <u> </u> / <u> </u> / <u> </u>	Error Cause	<u> </u> / <u> </u> / <u> </u> / <u> </u>
Detection Point	<u> </u> / <u> </u> / <u> </u>	Prior Agency Action	<u> </u> / <u> </u> / <u> </u>
Emplr Action	<u> </u> / <u> </u> / <u> </u>	Action for KW Appealed	<u> </u> / <u> </u> / <u> </u>

DISCREPANCY CLASSIFICATION - ISSUE TWO

#OF WEEKS	<u> </u> / <u> </u> / <u> </u>	KW Action QC Analysis	<u> </u> / <u> </u> / <u> </u>
Error Responsibility:	<u> </u> / <u> </u> / <u> </u> / <u> </u> / <u> </u>	Error Cause	<u> </u> / <u> </u> / <u> </u> / <u> </u>
Detection Point	<u> </u> / <u> </u> / <u> </u>	Prior Agency Action	<u> </u> / <u> </u> / <u> </u>
Emplr Action	<u> </u> / <u> </u> / <u> </u>	Action for KW Appealed	<u> </u> / <u> </u> / <u> </u>

DISCREPANCY CLASSIFICATION - ISSUE THREE

#OF WEEKS	<u> </u> / <u> </u> / <u> </u>	KW Action QC Analysis	<u> </u> / <u> </u> / <u> </u>
Error Responsibility:	<u> </u> / <u> </u> / <u> </u> / <u> </u> / <u> </u>	Error Cause	<u> </u> / <u> </u> / <u> </u> / <u> </u>
Detection Point	<u> </u> / <u> </u> / <u> </u>	Prior Agency Action	<u> </u> / <u> </u> / <u> </u>
Emplr Action	<u> </u> / <u> </u> / <u> </u>	Action for KW Appealed	<u> </u> / <u> </u> / <u> </u>

QUALITY CONTROL CODING SHEET

<u>PROCESS</u>	<u>OPERATIVE</u>	<u>FUNCTION</u>	<u>PRESCRIPT</u>	<u>ATTRIBUTE</u>
A. Initial	A. Claimant	A. Complete	A. IUIA	A. Procedures
B. Mondet		B. Substantiate	B. Rules	B. Application
C. Adjudication		C. Satisfy Rqmts		C. Mechanical
D. Misc. J.S.		D. Executive Resp.		D. Forms
E. Certification		E. Testify/Support		E. Policy
F. Appeals			C. Public Laws	F. N/A
	B. Employer	F. Prepare		
		G. Rebut		
		H. Document		
		I. Testify/Support		
	C. IDES	J. Document		
		K. Enter		
		L. Review/Refer		
		M. Advise		
		N. Investigate		
		O. Adjust		
		P. Apply Law		
		Q. Remand/Reverse		

FUNCTIONAL ACTIVITIES

Claimant

- o Complete True and correct completion of all items on form(s) with ability to substantiate with documentation.
- o Substantiate Providing evidence to corroborate previously supplied information.
- o Satisfy Points Pertains to Job Service function which may impact on eligibility for benefits. Activities include, but are not limited to, registration, job referrals, etc.
- o Testify/Support Attending lower level appeals hearings to testify and support existing information or introduce new or additional information.

Employer

- o Prepare Proper preparation of wage report records and timely submission of same.
- o Rebut Timely and well-documented response and/or rebuttal to either system generated employee notices or specific requests for information.
- o Document Securing and documenting information, to include actual copies of supporting evidence, in a manner adequate to permit making proper determinations of eligibility or entitlement.
- o Testify/Support Attending lower level appeals hearings and support existing information or introduce new or additional information.

CONTROL INFORMATION
18-OCT-85

PROCESS ANALYSIS
QTRS 3/84, 4/84, 1/85 & PARTIAL 2/85
PROCESS OPERATIVE FUNCTION PRESCRIPT ATTRIBUTE

PAYMENT ERRORS

IDENTIFIER	LD						AMT PAID	AMT O/P	AMT U/P	INTER PYMT
021263331		B	X	X	234/1400	X				
020891400	040	B	X	X	234/1400	X	\$161.00	\$0.00	\$0.00	\$0.00
020526320	014	B	X	X	234/1400	X	\$107.00	\$0.00	\$0.00	\$0.00
010043360	053	C	B	G	601	F	\$51.00	\$51.00	\$0.00	\$51.00
017997580	011	C	C	N	602	B	\$51.00	\$51.00	\$0.00	\$51.00
017731350	015	C	C	J	611	A	\$78.00	\$15.00	\$0.00	\$15.00
021421080	081	C	C	N	602	B	\$209.00	\$209.00	\$0.00	\$209.00
019267410	015	C	C	I	500C	C	\$66.00	\$66.00	\$0.00	\$66.00
020361320	007	D	A	C	2720.125	X	\$69.00	\$0.00	\$0.00	\$0.00
018979240	012	D	C	M	2720.125	E	\$209.00	\$0.00	\$0.00	\$0.00
019360580	071	D	C	M	2720.125	E	\$134.00	\$0.00	\$0.00	\$0.00
021719381		D	C	J	2720.125	B				
019730740	025	D	C	M	2720.125	E	\$172.00	\$0.00	\$0.00	\$0.00
021641320	046	D	C	L	2720.125	E	\$167.00	\$0.00	\$0.00	\$0.00
020904751		D	C	L	2720.125	E				
021032320	070	D	C	X	2720.125	X	\$111.00	\$0.00	\$0.00	\$0.00
017088340	045	D	C	L	2720.125	E	\$144.00	\$0.00	\$0.00	\$0.00
020069340	031	D	C	M	2720.125	E	\$175.00	\$0.00	\$0.00	\$0.00
020923331		D	C	L	2720.125	E				
020074330	012	D	C	M	2720.125	E	\$82.00	\$0.00	\$0.00	\$0.00
021796320	070	D	C	L	2720.125	E	\$142.00	\$0.00	\$0.00	\$0.00
021273350	084	D	C	L	2720.125	E	\$60.00	\$0.00	\$0.00	\$0.00
021421081		D	C	L	2720.125	E				
019472350	012	D	C	M	2720.125	E	\$209.00	\$0.00	\$0.00	\$0.00
018511311		D	C	L	2720.125	E				
018997350	013	D	C	M	2720.125	E	\$87.00	\$0.00	\$0.00	\$0.00
017795330	071	D	C	L	2720.125	E	\$126.00	\$0.00	\$0.00	\$0.00
019604350	011	D	C	M	2720.125	E	\$74.00	\$0.00	\$0.00	\$0.00
018520320	021	D	C	I	2720.125	E	\$69.00	\$0.00	\$0.00	\$0.00
019206340	005	D	C	M	2720.125	E	\$141.00	\$0.00	\$0.00	\$0.00
017785571		D	C	M	2720.125	E				
019763360	007	D	C	M	2720.125	E	\$135.00	\$0.00	\$0.00	\$0.00
017512340	011	D	C	M	2720.125	E	\$51.00	\$0.00	\$0.00	\$0.00
020089330	017	D	C	M	2720.125	B	\$119.00	\$0.00	\$0.00	\$0.00
017934340	014	D	C	L	2720.125	E	\$67.00	\$0.00	\$0.00	\$0.00
019506321		D	C	M	2720.125	E				
017872420	005	D	C	M	2720.125	E	\$209.00	\$0.00	\$0.00	\$0.00
017231320	001	D	C	M	2720.125	E	\$114.00	\$0.00	\$0.00	\$0.00
017710940	023	D	C	L	2720.125	E	\$161.00	\$0.00	\$0.00	\$0.00
019528320	018	D	C	M	2720.125	E	\$161.00	\$0.00	\$0.00	\$0.00
017505320	007	D	C	L	2720.125	E	\$161.00	\$0.00	\$0.00	\$0.00
019868350	031	D	C	M	2720.125	E	\$60.00	\$0.00	\$0.00	\$0.00
017532330	053	D	C	L	2720.125	E	\$108.00	\$0.00	\$0.00	\$0.00
019268350	032	D	C	M	2720.125	E	\$51.00	\$0.00	\$0.00	\$0.00
018711480	017	D	C	L	2720.125	E	\$209.00	\$0.00	\$0.00	\$0.00
019768351		D	C	M	2720.125	E				
017966350	048	D	C	L	2720.125	E	\$104.00	\$0.00	\$0.00	\$0.00
019061350	021	D	C	M	2720.125	E	\$63.00	\$0.00	\$0.00	\$0.00
018229320	018	D	C	M	2720.125	E	\$117.00	\$0.00	\$0.00	\$0.00
021643331		D	C	L	2720.125	E				
017646340	005	D	C	L	2720.125	E	\$130.00	\$0.00	\$0.00	\$0.00
021529410	061	D	C	L	2720.125	E	\$209.00	\$0.00	\$0.00	\$0.00

QUALITY CONTROL CODING SHEET

<u>PROCESS</u>	<u>OPERATIVE</u>	<u>FUNCTION</u>	<u>PRESCRIPT</u>	<u>ATTRIBUTE</u>
A. Initial	A. Claimant	A. Complete	A. IUIA	A. Procedures
B. Mondet		B. Substantiate	B. Rules	B. Application
C. Adjudication		C. Satisfy Rqmts		C. Mechanical
D. Misc. J.S.		D. Executive Resp.		D. Forms
E. Certification		E. Testify/Support		E. Policy
F. Appeals	B. Employer	F. Prepare	C. Public Laws	F. N/A
		G. Rebut		
		H. Document		
		I. Testify/Support		
	C. IDS	J. Document		
		K. Enter		
		L. Review/Refer		
		M. Advise		
		N. Investigate		
		O. Adjust		
		P. Apply Law		
		Q. Remand/Reverse		

FUNCTIONAL DEFINITIONS

IDES

- o Document Screening and documenting information, to include actual copies of supporting evidence, in a manner adequate to permit making proper determinations of eligibility or entitlement.
- o Enter Prompt and proper entry of data into system.
- o Review/Refer Checking for completeness and correctness of document(s); verifying data by review of SS card, birth certificates, etc.; identifying (and referring) potential adjudication issues.
- o Advise Advising claimant of work search eligibility, and other eligibility requirements.
- o Investigate The process of accessing all facts relative to the disposition of an issue or discrepancy, to include providing rebuttal opportunities.
- o Adjust The process of correcting data which was originally incorrect.
- o Apply Law Proper application of legal provisions.
- o Remand/Reverse Changing an original determination by either reversal or remand with instructions to reconsider.

FUNCTIONAL ACTIVITIES

Claimant

- o Complete True and correct completion of all items on form(s) with ability to substantiate with documentation.
- o Substantiate Providing evidence to corroborate previously supplied information.
- o Satisfy Points Pertains to Job Service function which may impact on eligibility for benefits. Activities include, but are not limited to, registration, job referrals, etc.
- o Testify/Support Attending lower level appeals hearings to testify and support existing information or introduce new or additional information.

Employer

- o Prepare Proper preparation of wage report records and timely submission of same.
- o Rebut Timely and well-documented response and/or rebuttal to either system generated employee notices or specific requests for information.
- o Document Securing and documenting information, to include actual copies of supporting evidence, in a manner adequate to permit making proper determinations of eligibility or entitlement.
- o Testify/Support Attending lower level appeals hearings and support existing information or introduce new or additional information.

QUALITY CONTROL CODING SHEET

<u>PROCESS</u>	<u>OPERATIVE</u>	<u>FUNCTION</u>	<u>PRESCRIPT</u>	<u>ATTRIBUTE</u>
A. Initial	A. Claimant	A. Complete	A. IUIA	A. Procedures
B. Mondet		B. Substantiate	B. Rules	B. Application
C. Adjudication		C. Satisfy Rqmts		C. Mechanical
D. Misc. J.S.		D. Executive Resp.		D. Forms
E. Certification		E. Testify/Support		E. Policy
F. Appeals			C. Public Laws	F. N/A
	B. Employer	F. Prepare		
		G. Rebut		
		H. Document		
		I. Testify/Support		
	C. IDIS	J. Document		
		K. Enter		
		L. Review/Refer		
		M. Advise		
		N. Investigate		
		O. Adjust		
		P. Apply Law		
		Q. Remand/Reverse		

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- o Investigate The process of accessing all facts relative to the disposition of an issue or discrepancy, to include providing rebuttal opportunities.
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FUNCTIONAL ACTIVITIES

Claimant

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- o Prepare Proper preparation of wage report records and timely submission of same.
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- o Document Securing and documenting information, to include actual copies of supporting evidence, in a manner adequate to permit making proper determinations of eligibility or entitlement.
- o Testify/Support Attending lower level appeals hearings and support existing information or introduce new or additional information.

STATE: Minnesota

CONTACT PERSON: Bob Dockendorf

TELEPHONE NUMBER: (612) 297-3456

During the Q. C. Review period we have been engaged in many projects. Throughout the period we have done extensive training in the use of the Q. C. MicroComputer. This an on-going task and results have been good. In July and August two staff members assisted our Internal Security Unit in devising a local office review procedure.

Also in August several staff members participated in training in local office procedures.

Throughout the period we have engaged in re-coding our Random Audit cases according to the Q. C. coding guidelines. We have recoded all 830 of these cases and have entered about 600 in the Q. C. MicroComputer. We intend to enter all 830 so that we have an existing database from which to do corrective action to judge agency performance.

Since the end of July, we have been operating a Q. C. program, sampling 10 cases each week. We have received interim Q. C. software updates and have use this to process the sampled cases. We have added elements to the DCI Coding for State use and have developed several system databases for case review and other Q. C. functions.

We have been doing interstate requests as they have been coming in.

State: Ohio

Contact Person: Don Miller

Telephone No.: 614/466-2148

The State of Ohio has continued the Random Audit Program with modification. We are in the process of reviewing forms and procedures. A procedure guideline for auditors has been issued.

Random Audit reviewed 450 cases of the CY 1984 for work search verification. All 450 cases were pulled and reviewed in order to obtain the amount of time and travel expended by the audit staff in verifying the claimant's work search activities. Random Audit records for the period from Quarter 83-4 thru 85-1 were pulled and reviewed for error occurrence. The data was summarized in order to validate the national office reports on error rate estimates. Random Audit was able, with the help of the Pro 380, to categorize the reason for the error and tie back to the overpayment totals.

The Random Audit Unit is in the process of evaluating the ETA 227 report for non-fraud overpayments. The Random Audit Unit is reviewing the actual overpayments and claims to document the issue and cause for the error. This will enable the agency to reduce these overpayments by a change in policy or procedures.

A decision is to be made if our agency is to do an in-depth study of the tax revenue system.

Attachment to FM

Suggested Format

1. State: Arkansas
2. Contact Person: Helen Bethell
3. Telephone Number (501) 371- 1147
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project
 - b. Objectives(s)
 - c. Description of Project
 - d. Results to Date
 - e. Planned Completion Date
 - f. Plans for use of Results
 - g. Staffing Required to Conduct Project
5. Additional Projects Planned:
6. Comments:

Project One: (Local Office Studies):

The Random Audit Unit reviewed recent reports of the Technical Services Unit as well as collected Random Audit data to determine which offices were making the most errors. Input was also requested from the field supervisors to identify the problem offices. After the nine offices had been identified, Random Audit investigators were assigned to work in the offices for a brief period of time. During that time, they interviewed management and supervisory staff as well as local office interviewers. They reviewed work which was being done and presented recommendations for improvements.

It was determined that four offices had both new UI supervisors and new local office managers. These offices were having more serious problems. An experienced Random Audit investigator was assigned to act as claims supervisor in these offices for three to four weeks. The two investigators assigned to these offices had previously served as a local office manager and as a claims supervisor. They wrote detailed summaries at the conclusion of their assignments outlining

Arkansas, cont'd:

their findings and recommendations. These are to be used to improve local operations and to measure performance. Two staff members worked on this project full time.

Project Two: (Initial Claims)

One staff member is working on a training module on initial claims. The presentation is to be filmed on video tape and dispensed to local offices throughout the State. It is scheduled for completion on 11-8-85.

Attachment to FM

Suggested Format

1. State: Louisiana
2. Contact Person: Hank Randolph
3. Telephone Number (504) 925 - 4308
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project
 - b. Objectives(s)
 - c. Description of Project
 - d. Results to Date
 - e. Planned Completion Date
 - f. Plans for use of Results
 - g. Staffing Required to Conduct Project
5. Additional Projects Planned:
6. Comments:
Study of Partial Claims:

The Quality Control investigators have been investigating partial claims and partial employers. The study began with those employers within a 50-mile radius of Baton Rouge and has been extended to areas a greater distance away. The investigators are examining each claim and comparing the information with the employer's time card. The supervisor has developed a number of recommendations based upon this study, and upon the number of errors uncovered. A cut-off date has not been established.

Attachment to FM

Suggested Format

1. State: New Mexico
2. Contact Person: Betty Castillo
3. Telephone Number (505) 841 - 8434
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project
 - b. Objectives(s)
 - c. Description of Project
 - d. Results to Date
 - e. Planned Completion Date
 - f. Plans for use of Results
 - g. Staffing Required to Conduct Project
5. Additional Projects Planned:
6. Comments:

Program Operations:

The Random Audit Unit has assisted in the development of the agency's new work search policy. They have been involved in a number of other projects also. They have looked at the coordination of the 511 and have worked with the data processing unit to make improvements. They have looked at the adjudication process to identify areas of weakness. They have identified problem areas and worked with the legal section to get clarification in specific areas. Ideas have been shared for periodic training sessions. New Mexico State law provides for the use of a formal written warning to be issued for certain ineligibilities. These have been reviewed to determine where problems arise. The Random Audit Unit has been involved in the development of a format for employer seminars.

Attachment to FM

Suggested Format

1. State: Oklahoma
2. Contact Person: Marion Martinez
3. Telephone Number (405) 557- 7206
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project
 - b. Objectives(s)
 - c. Description of Project
 - d. Results to Date
 - e. Planned Completion Date
 - f. Plans for use of Results
 - g. Staffing Required to Conduct Project
5. Additional Projects Planned:
6. Comments:

Training Project:

The Random Audit supervisor has been presenting Random audit findings at training sessions throughout the State. This activity is intended to identify problems which local offices would want to address in future training, and to provide input for the development of corrective action plans.

Tax Project:

The investigators have been functioning as field tax representatives. They have been investigating prime contractors and subsequently subcontractors, reviewing their justifications for exclusion from coverage under the ABC test. They are determining whether the subcontractors are engaged in an employer-employee relationship or acting as a private contractor. This study has resulted in the establishment of new accounts and the revision of existing accounts. All investigators expect to continue in this effort and a date of completion has not been set. When the QC staff assume other duties, the project will be turned over to the tax unit.

Attachment to FM

Suggested Format

1. State: Texas
2. Contact Person: Burt West
3. Telephone Number (713) 527 - 0711
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project
 - b. Objectives(s)
 - c. Description of Project
 - d. Results to Date
 - e. Planned Completion Date
 - f. Plans for use of Results
 - g. Staffing Required to Conduct Project
5. Additional Projects Planned:
6. Comments:

Random Audit Cluster Sampling:

The Random Audit Unit initiated a program of cluster sampling. Due to the large geographic area covered by the State of Texas, it has long been felt that the adoption of a cluster sample would enable the investigators to conduct more investigations at a reduced cost in both time and travel. Cases were selected in the areas in which an investigator resides rather than throughout the total Statewide area. The data collected was not significantly different than that which was collected based on sample selection from the entire State. The costs of monitoring were significantly less due to the reduction in travel.

The State subsequently began selecting cases in specified areas in mid-October. The RA Unit selects the area to be reviewed and the claims are randomly selected by computer from the available claims in the selected area. This process will enable the State to focus upon areas of concern and to cover areas of the State which were not a part of the original cluster sampling.

SUGGESTED FORMAT

1. State: Iowa
2. Contact Person: Renny Dohse
3. Telephone Number: (515) 281-8818

4. Summary of Work Undertaken (for each project individually)

- a. Title of project.

Quality Control Methodology Project.

- b. Objective(s).

The major purpose of the project was to identify the most cost effective means to obtain valid data that would support corrective action planning at a statewide as well as at a district level.

- c. Description of project.

The design of the project provided for selection of weekly samples constructed according to Quality Control guidelines. Twenty-four (24) cases were selected weekly for review during a thirteen week period. Project design and operation allowed for the investigative information to be collected in person, by telephone, and by mail. Two investigators were assigned to conduct the investigation using each of the data collection methods solely. In those cases where the investigator was unable to obtain the necessary information using the methodology assigned, the benefit of doubt was given to the information on record.

- d. Results to date.

No results to date. A report on the project will be made to the Director in December of this year.

- f. Plans for use of results.

The results will be used to refine operation of the State's Quality Control Program.

- g. Staffing required to conduct project.

Six investigators, supervisor, and secretary.

5. Additional Projects Planned:

None

6. Comments:

None

NOV 25 1965

1. State: Kansas

2. Contact Person: Joseph M. Ybarra

3. Telephone Number: (913)296-5089

4. (a) Title of project: Kansas Quality Control

(b) Objectives(s): The objectives of Kansas Quality Control project are to look into various areas of UI claim and make reports and/or suggestions to the Assistant Secretary for Employment Security.

(c) Description of Project: Kansas Quality Control is using the methodology similar to proposed Quality Control guidelines. Kansas Quality Control has lessened the emphasis on volume and put our efforts into case analysis and reports.

(d) Results to Date: The results have been successful. Kansas Quality Control issued a 21 page report which was well received by the Assistant Secretary. While the report restated some obvious errors and needs, it seems to have prompted UI administration into action on ideas regarding computerization and training.

(e) Planned Completion Date: The planned completion dates are at the end of each quarter.

(f) Plans for use of Results: The plans for use of results are to give Quality Control and UI more grounds for discussion, consultation or changes (possible reorganization of the state UI structure).

(g) Staffing Required to Conduct Project: The staffing required for Kansas Quality Control is five investigators and one clerk III.

5. Additional Projects Planned: Additional aspects of Kansas Quality Control includes verification of alien registration with the Immigration and Naturalization Service. Also, Kansas Quality Control has been asked to conduct the UI/EO compliance review. This review would involve observation and reporting of office claimstaking, grouping of claimants and review of procedures to determine the compliance of the UI program to Equal Opportunity guidelines.

Attachment to FM

DEC 05 1985

Suggested Format

1. State: Missouri
2. Contact Person: L. Douglas Kaylor
3. Telephone Number (314) 751 - 3654
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project
 - b. Objectives(s)
 - c. Description of Project
 - d. Results to Date
 - e. Planned Completion Date
 - f. Plans for use of Results
 - g. Staffing Required to Conduct Project
5. Additional Projects Planned:
6. Comments:

4 (a) Work Search Survey

- (b) To determine how work search policy is being administered on a selected sample of local offices and to develop a more consistent and appropriate work search policy statewide.
- (c) Work search has ranked at the top of the list each year when looking at the reason for payment errors in Missouri as determined by Random Audit sampling. In order to find the reason for errors in this section of the Law, we decided to take a closer look at how policy was being administered in the Local Offices throughout the State. Ten local offices were selected, choosing offices from different regions of the State and from metro as well as rural offices.

Four survey questionnaires were developed, one for employers, one for Local Office Deputies, one for Regular UI claimants, and one for claimants who have been denied benefits in the past 30 days for failure to meet the requirements specified in Section 288.040(2) of Mo. Employment Security Law. (dealing w/ Able, Available and Actively seeking work).

The employer questionnaire was geared toward determining what employers think should be required of UI claimants and what methods of verification of work search contacts (if any) should be used by Local Offices.

(CONTINUED)

6. Comments: (Continued)

With the claimant questionnaires we were trying to determine what the claimant was told regarding work search requirements and how reasonable these requirements seemed to them.

The Deputy questionnaire was used to determine the staff's understanding of current policy as well as what ideas they have for improvement in policy and procedures.

- (d) The surveys have been completed in all 10 selected offices. We are currently in the process of analyzing the data collected in these surveys.
- (e) Project should be complete within next 2 weeks.
- (f) Results will be used as a guide toward possible future legislation and a guide for training programs for staff with an end objective of strengthening the UI program in Missouri.
- (g) Three auditors were assigned to the project full time for 14 weeks. The program supervisor was also involved in the survey for 8 weeks full time as well as 3 weeks part time to analyze data.

STATE: Nebraska

CONTACT PERSON: Allan Amsberry, Unemployment Insurance Director

TELEPHONE NUMBER: (402) 475-8451

During the period in which the Quality Control Program has been under review by Secretary of Labor Brock, the Nebraska Random Audit/Quality Control investigators have been involved in a number of integrity activities outside of Random Audit/Quality Control.

Upon the completion of the Random Audit program, and as a consequence of having become familiar with the Benefits Quality Control State Operations Handbook (4-01-85), the Nebraska staff drafted the state Quality Control policies and procedures for investigative and administrative functions of the unit.

The Quality Control policies and procedures detailed:

- a) Claimant call-in/interview process, and the necessary procedures for failures to report.
- b) Employer audits, interviews.
- c) Standardized format for work search verification.
- d) Procedures relating to issue adjudication and timely claim completion.

In light of the delay in implementing the Quality Control program, the state policies and procedures are subject to review and revision.

Following the Quality Control training, the investigators were re-assigned to alternative duties within the Agency.

I. PROJECT: Close-Out Accounts, Tax Division

OBJECTIVE: Validate that inactive accounts continued to remain inactive by being 1) out of business; 2) no employees for whom U.I. taxes were to be assessed.

DESCRIPTION: Investigator would personally visit the location of the account to ascertain the status of that business enterprise.

RESULTS: Unspecified, normal procedures for tax investigators.

COMPLETION DATE: Random Audit/Quality Control investigator discontinued assignment on 09-20-85, at which time a modified Random Audit/Quality Control program was instituted.

STAFFING: This particular project was assigned to an out-stationed investigator.

II. PROJECT: Cost Model Flow Charting

OBJECTIVES: The four Quality Control investigators in Lincoln and Omaha were assigned to complete the flow charting of the Benefit Payment Control Unit and of Claims Offices for a recent Cost Model study.

DESCRIPTION: Standard Cost Model flow charting procedures were followed. The Benefit Payment Control Unit charting was undertaken essentially from scratch, since the previous charts predated major automation of the units functions. The Claims Office charting was an extension of work begun during the recent Cost Model study.

II. PROJECT: Cost Model Flow Charting (continued)

RESULTS: Flow charts of both functional units were turned in to the Cost Model staff in final draft form and were accepted as complete.

COMPLETION DATE: The project was conducted from 7-01-85 to 09-06-85.

PLANS FOR RESULTS: The flow charts were prepared for analysis by management and to meet Cost Model requirements.

STAFFING: The project consumed most of the four investigators time while it was in process.

III. PROJECT: Modified Quality Control

OBJECTIVES: Re-introduce personnel to Quality Control procedures; field test the redesigned claimant questionnaire.

DESCRIPTION: Random selection for audit review.

RESULTS: Principle result of modified Quality Control has been structural redesign for consideration of Quality Control claimant questionnaire.

COMPLETION DATE: The project was conducted from 9-13-85 to 11-08-85.

The unit has continued to fulfill any wage/work search verifications requests from all states who have continued with some form of modified Random Audit/Quality Control study.

STAFFING: All investigators were assigned to the project.

IV. PROJECT: Work Search Study

OBJECTIVES: To gain a broad range of information concerning the implementation of work search requirements by the direct service personnel of the Agency, the attitudes and ideas of these personnel on the subject; and the understanding and perception of these requirements by claimants and employers, along with information on their normal practices and input on the question of work search requirements.

DESCRIPTION: See attached documentation for proposal and specific research materials.

RESULTS: The study has not yet been implemented.

COMPLETION DATE: The study would be completed in about four to six weeks.

PLANS FOR RESULTS: Results could be used to analyze implementation and effects of the current state work search policy, and to consider possible alternatives to that policy.

STAFFING: The project will require full time input from all Quality Control staff for four to six weeks, plus approximately two weeks for two-three staff members to compile and analyze the data.

The Nebraska Department of Labor is conducting a study concerning the work search activities required of claimants. As a part of this study, many claimants are being requested to complete a brief questionnaire. Please answer the following questions as completely and accurately as possible. If you have any problems with the questions, please ask for help. Please print or write clearly.

YOUR ANSWERS ARE ANONYMOUS, AND WILL NOT IN ANY WAY AFFECT YOUR BENEFITS.

1. For your household, are your earnings normally:

- ☐ Sole support
- ☐ Major support
- ☐ Additional income

2. Is the area in which you are looking for work:

- ☐ rural (less than 500 population)
- ☐ town (500 - 2,000 population)
- ☐ small city (2,000 - 10,000 population)
- ☐ city (over 10,000 population)

3. What type of work do you usually do?

- ☐ labor
- ☐ skilled trades
- ☐ office or sales
- ☐ professional or managerial

4. In the last ten years, how many time have you been unemployed and had to find new work? _____

5. How had you usually found work in the past:

- ☐ through family, friends, or other contacts
- ☐ through Job Service or other placement agencies
- ☐ through the newspaper or other listings
- ☐ applying where you would like to work or think work might become available
- ☐ Other _____

6. About how many weeks has it been since you were fully employed? _____

7. Is this your first claim for unemployment benefits? ☐ Yes ☐ No

8. When you first filed your claim for benefits, were you told about requirements to look for work in order to be eligible?

☐ No

☐ Yes--If yes, so what were you told:

9. Were you told a certain number of employer contacts were required to be eligible each week?

☐ No

☐ Yes--If yes, how many? _____

10. Were you told these contacts should be made in a certain way?

☐ No

☐ Yes--If yes, how? _____

11. Were you instructed to keep a record of your work search efforts?

☐ No

☐ Yes--If yes, what information were you told to record? _____

12. Since you filed your claim, have you been given additional instructions on looking for work?

☐ Yes

☐ No

☐ Just filed a new claim

If yes, were you told:

☐ to ask at more businesses each week

☐ to check with more new businesses rather than checking back with ones you have been to before

☐ to get more applications on file

☐ to change the methods you are using; for example, how you contact employers

☐ to expand the kinds of work you are seeking or the area in which you are looking

☐ Other _____

13. When you contact an employer, do you usually:

☐ ask if they are hiring or have openings

☐ say you are receiving unemployment and ask to leave your name

☐ ask to fill out an application or leave a resume

14. When you contact employers about work, do you usually ask to leave an application, resume, or your name?

☐ No

☐ Yes--If yes, about what percentage of employers take an application or some other record of your contact? _____

DEPUTY'S QUESTIONNAIRE

The Unemployment Insurance Director has determined a study be conducted on the work search question. The following questions have been prepared as a part of that study. The information is for statistical purposes only and your name is not requested or required. After completing this questionnaire, place in the attached franked envelope, and mail.

1. How long does or would it take to adequately explain work search requirements to an average claimant at the initial BRI? _____

2. Do you think that work search requirements are usually explained to claimants at the initial BRI in such a way that they are likely to be understood? _____

3. How would you explain those claimants who fail to conduct an adequate work search, or to report it as required, following the initial BRI? (Check as many as apply.)

☐ Not enough time to cover information in the initial BRI.

☐ Claimant did not pay attention to the initial BRI.

☐ Requirements given were too vague.

☐ Time and stress factors leading to claimant overload.

☐ Other (please specify)

4. Do you think the DE-444, Information and Instruction Pamphlet, adequately supports the information given to the claimant at the initial BRI? _____

5. At the time of the initial BRI, what information (either oral or written) do you give to claimants to explain what they must do to meet the work search requirements?

6. Do you tell the claimant to record information about their work search?

If yes, what information do you advise claimants to record?

7. What do you think is most important to accomplish at an ERP interview? (check as many as apply.)

- ☐ Make suggestions for more positive work search effort.
- ☐ Warn claimant if there are work search problems.
- ☐ Determine if work search meets eligibility requirements.
- ☐ Determine if claimant meets able/available requirements.
- ☐ Other (please specify)

8. Which of the following would you favor as a work search requirement?

- ☐ Current requirements
- ☐ Specified number of contacts made in person each week
- ☐ All contacts to be verifiable
- ☐ Eliminate active work search requirements
- ☐ Other (please specify)

9. Do you have any suggestions on work search requirements and on how claimants could be better informed about them?



STATE OF NEBRASKA

ROBERT KERREY • GOVERNOR • RONALD E. SORENSEN • COMMISSIONER OF LABOR

date

name
address
city

The Nebraska Department of Labor, Quality Control, is currently conducting a study of Agency work search requirements. An important element of this study will be information obtained from the employer community.

Attached is an employer questionnaire which should be completed by a member of your organization familiar with personnel matters. Please answer the questions as accurately as possible, and return in the attached envelope.

The Department of Labor appreciates your cooperation in this study.

Quality Control Investigator,

[1] In what type of work are the majority of your employees engaged?

- ☐ Unskilled or semi-skilled labor
- ☐ Skilled labor
- ☐ Clerical/Professional
- ☐ Sales

[2] How would you describe the labor market from which the majority of your employees are drawn?

- ☐ Rural/Small town (less than 2,000)
- ☐ Small city (2,000-10,000)
- ☐ City (over 10,000)

[3] How many employees do you have at this location?_____.

[4] Has your business hired any new employees in the last year?

- ☐ NO ☐ YES---How many:_____.

[5] What are the usual procedures by which you fill vacancies with your business? (Please provide responses in applicable rank order.1,2,3,4.)

- ☐ Consideration of current applicants for a listed opening
- ☐ Consideration of applications/resumes previously filed.
- ☐ Job Service referrals
- ☐ Union referrals
- ☐ Private agency referrals
- ☐ Informal recommendations by employees or others.
- ☐ Walk-in
- ☐ Other (specify)_____

[6] Do you retain ALL applications/resumes for a specific period of time?

- ☐ NO ☐ YES---How long:_____

[7] Does follow-up by a claimant to previously filed applications/resumes increase the chances of employment for that claimant?

- ☐ NO ☐ YES

[8] Of all the people who approach you enquiring about employment, about what percentage do you believe are doing so only because of requirements rather than because they really want work? _____

[9] Do you believe unemployment claimants, who do not have employment promised in the near future, should be required to look for work? (as is the current requirement)

☐ NO ☐ YES

If yes, please answer the remaining questions.

[10] Should a claimant be required to make a certain number of job contacts each week to be eligible for unemployment benefits?

☐ NO ☐ YES---How many: _____

[11] Of the following, which do you believe should be considered as acceptable work search contacts to be eligible for benefits? (mark all applicable)

- ☐ Applications/resumes on file
- ☐ Applications/resumes filed for a listed opening
- ☐ In-Person enquiries not resulting in applications
- ☐ Mailing of resumes
- ☐ Telephone enquiries

[12] Should the Department of Labor contact employers to verify all job contacts a claimant indicates as having been made?

☐ NO ☐ YES

[13] Do you believe work search contacts made by a claimant should be verifiable?

☐ NO ☐ YES

[14] Would you be willing to maintain applications, or some other record, of ALL applicant enquiries about work, and cooperate with efforts by the Department of Labor to verify these contacts?

☐ NO ☐ YES

[15] Any additional comments you wish to make.

1. State: Colorado
2. Contact Person: Fred Harris
3. Telephone: (303) 866-6162

4. Summary of Work Undertaken

a) Title of Project

Work search integrity.

b) Objective

To study ideas and procedures of other states relative to work search.

c) Description of Project

Work search policies of other states have been solicited and studied with an eye toward adopting salient and workable provisions for our own policy.

d) Results to date

Washington state's policy has been studied analyzed and presented to U.I. Executive staff.

e) Planned Completion Date - January, 1986

f) Plans for use of Results

To adopt a work search policy which will address the problems uncovered by random audit.

g) Staffing required to Conduct Project

One - FTE

5. Additional Projects Planned

N/A

6. Comments

N/A

Suggested Format

NOV 25 1985
JH
EM

1. State: Montana
2. Contact Person: Ken Stephens
3. Telephone Number (406) 449-2670
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project Ineligible UI Monetaries
 - b. Objectives(s)
 - c. Description of Project
 - d. Results to Date
 - e. Planned Completion Date
 - f. Plans for use of Results
 - g. Staffing Required to Conduct Project
5. Additional Projects Planned:
6. Comments:

See Attached

The attached printout are the results of 406 UI Ineligible Monetaries studied from 8-5-85 to 10-18-85.

It was QC's intent to determine from the responses to the first 9 claimant oriented questions on the code sheet: their local office experience, age, sex, and SIC. Questions 10-19 are responded to by the QCI's, upon completion the Claimant interview and any additional investigation necessary to complete the questionnaire.

Questions 20-25 are keyed in by the QC clerk upon receipt of the Code Sheet. To date we have been unable to analyze the results of our findings due to personnel turnovers, delaying this process.

Obvious results that took place along the course of participating in the project was the pointing out of a number of weaknesses in UI's newly implemented UI Benefits Automation Program.

Due to the continued personnel situation, QC may not be able to finalize the results of this project for another several weeks. As we are planning another special project for mid-December, we hope to report the final results of this project before implementing the coming project.

QC Code Sheet

Monetary Eligibility Project

Rev. 8-14-85

Claimant

SS#

Date drawn

Week

OPINION QUESTIONS TO BE ASKED OF CLAIMANTS

1. When you filed for unemployment benefits, did the interviewer explain the requirements one must meet to be eligible for unemployment benefits?

- 1-1 Yes
- 1-2 No
- 1-98 Don't remember
- 1-99 (Missing)

2. Did the interviewer explain how to file an appeal if your claim for benefits was refused?

- 2-1 Yes
- 2-2 No
- 2-98 Don't remember
- 2-99 (Missing)

3. When you visited the local Job Service office, was the interviewer able to provide you with the information you requested, or answer the questions you asked? (Read list of answers.)

- 3-1 Excellent
- 3-2 Good
- 3-3 Average
- 3-4 Fair
- 3-5 Poor
- 3-6 Never sought information or asked questions
- 3-98 No opinion
- 3-99 (Missing)

4. From your personal experience at the local Job Service office, how would you describe the staff's attitude toward persons seeking its assistance?

- 4-1 Very Positive
- 4-2 Positive
- 4-3 Average
- 4-4 Negative
- 4-5 Very Negative
- 4-98 No opinion
- 4-99 (Missing)

5. Thinking back to when you visited the local Job Service office, were you served promptly or did you have to wait?

- ☐ 5-1 I was served promptly (less than 5 minutes)
- ☐ 5-2 I generally waited from 5 to 15 minutes
- ☐ 5-3 I generally waited from 15 to 30 minutes
- ☐ 5-4 I generally waited from 30 to 60 minutes
- ☐ 5-5 I generally waited more than an hour
- ☐ 5-98 Don't remember
- ☐ 5-99 (Missing)

6. Now I have just two more questions for statistical purposes. What is the highest grade in school which you have completed?

- ☐ 6-1 Did not graduate from high school
- ☐ 6-2 Graduated high school or GED
- ☐ 6-3 Some vo-tech or graduated vo-tech
- ☐ 6-4 Some college or junior college
- ☐ 6-5 Graduated college, or post-college work
- ☐ 6-98 Don't know or refuse to answer
- ☐ 6-99 (Missing)

(AFTER CLAIMANT CALL IS COMPLETED.)

7. Age.

- ☐ 7-1 18-25 years (1960-1967)
- ☐ 7-2 26-35 years (1950-1959)
- ☐ 7-3 36-45 years (1940-1949)
- ☐ 7-4 46-55 years (1930-1939)
- ☐ 7-5 56 years or more (1938 or before)

8. Sex

- ☐ 8-1 Male
- ☐ 8-2 Female

9. Industry (from SIC code of employer with most wages)

- ☐ 9-1 Agriculture (SIC 01..., 02..., 09...)
- ☐ 9-2 Mining (SIC 10..., 11..., 12..., 13..., 14...)
- ☐ 9-3 Construction (SIC 15..., 16..., 17...)
- ☐ 9-4 Manufacturing (SIC 2..., 3...)
- ☐ 9-5 Transportation, Public Utilities (SIC 4...)
- ☐ 9-6 Trade, wholesale and retail (SIC 5...)
- ☐ 9-7 Finance, Insurance and Real Estate (SIC 6...)
- ☐ 9-8 Services (SIC 08..., 7..., 8...)
- ☐ 9-9 Government (SIC 9...)
- ☐ 9-98 No employer in base year

AFTER CLAIM HAS BEEN THOROUGHLY INVESTIGATED:

10. Was the claimant interviewed (by phone or in person)?

10-1 Yes

10-2 No

11. Was the employer(s) audited?

11-1 Yes

11-2 No

12. Was the original monetary determination correct?

12-1 Correct (Skip to question 18.)

12-2 Incorrect (Go on to question 13.)

13. If there was an error(s), what kind of error

was it?

13-1 Error in wages only

13-2 Error in weeks only

13-3 Error in both wages and weeks

13-98 No errors

14. Who caused the error? (Check most important

error, note others under "Other")

14-1 Employer error

14-2 Data entry error in central office

14-3 Claimant didn't report wages in

another state

14-4 Local office error

14-98 No errors

Other--less important errors:

16. If there was an error on the weeks, what was it? (Check most important error)
- ☐ 16-1 Weeks missing on original monetary
 - ☐ 16-2 Other employer misreporting
 - ☐ 16-3 Employer missing from monetary
 - ☐ 16-4 Data entry error in central office
 - ☐ 16-5 Claimant didn't report work in another state
 - ☐ 16-6 "Independent contractor" dispute
 - ☐ 16-7 Wrong SS#
 - ☐ 16-8 Another error that doesn't fit in these categories? What?

16-98 No errors on weeks

- Other--less important errors:

17. If there was any employer(s) who did not show up on the original monetary, why was the employer missing? (Check most important error)
- ☐ 17-1 Data entry error in central office
 - ☐ 17-2 "Independent contractor" dispute
 - ☐ 17-3 Covered employer didn't report
 - ☐ 17-4 Not covered employment
 - ☐ 17-5 Claimant didn't report wages in another state
 - ☐ 17-6 Wrong SS#
 - ☐ 17-7 Another error that doesn't fit in these categories? What?

- 17-98 No additional employers.
- Other--less important errors:

18. Number of Employers in base year, after investigation:

- ☐ 18-1 No employers in base year
- ☐ 18-2 1 employer.
- ☐ 18-3 2 or more employers.

19. This claim was investigated by:

- ☐ 19-1 Larry
- ☐ 19-2 Jenny
- ☐ 19-3 Richard
- ☐ 19-4 Kathy
- ☐ 19-5 Vic

CENTRAL OFFICE ONLY

Claimant _____

SS# _____

Investigator _____

Date drawn _____ Week # _____

20 Before investigation, which was the most important category? (Check one only)

- ☐ 20-1 Weeks missing (takes precedence over all others)
- ☐ 20-2 16-19 weeks, sufficient wages
- ☐ 20-3 \$800-999 wages, sufficient weeks
- ☐ 20-4 16-19 weeks and \$800-999 wages
- ☐ 20-5 Sufficient weeks and wages, average wage short
- ☐ 20-6 Dummy employer number (takes precedence over all but weeks missing and employer present without wages)
- ☐ 20-7 Employer present on monetary, no wages (takes precedence over all but weeks missing)
- ☐ 20-8 None of the above

21. Was a redetermination filed?

- ☐ 21-1 Yes
- ☐ 21-2 No

22. If yes, was the person eligible?

- ☐ 22-1 Eligible
- ☐ 22-2 Ineligible
- ☐ 22-98 No redetermination

23. If eligible, was there an issue?

- ☐ 23-1 Issue
- ☐ 23-2 No issue
- ☐ 23-98 No determination or not eligible

24. If there was an issue, is the person still eligible?

- ☐ 24-1 Eligible
- ☐ 24-2 Ineligible
- ☐ 24-98 No determination or not eligible or no issue

25. If the person draws benefits, how much was drawn?

\$ _____

Suggested Format

NOV 25 1985
[Signature]

1. State: North Dakota
2. Contact Person: Don Flemmer
3. Telephone Number (701) 224-3355
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project Telephone Overpayment Collection
 - b. Objectives(s) To Determine Feasibility of Establishing An Overpayment Collection Unit.
 - c. Description of Project
 - d. Results to Date Recommended Establishing a Unit
 - e. Planned Completion Date 10-31-85
 - f. Plans for use of Results Use Results To Set Up a Unit.
 - g. Staffing Required to Conduct Project Used 4 Quality Control Investigators
5. Additional Projects Planned:
6. Comments:

We called (or attempted to call) all claimants who had gone through the computer billing process. Went to local post offices to obtain forwarding addresses. Mailed certified letters.

Suggested Format

1. State: North Dakota
2. Contact Person: Don Flemmer
3. Telephone Number (701) 224-3355
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project Base Period Employer Notice Monitoring
 - b. Objectives(s) Prevent Overpayments
 - c. Description of Project
 - d. Results to Date Recommended Having A Qualified Person Review Them Before Filing.
 - e. Planned Completion Date 9-27-85
 - f. Plans for use of Results Unknown at Present
 - g. Staffing Required to Conduct Project One
5. Additional Projects Planned:
6. Comments:

Base Period Employer Comments Indicate an Undiscovered Issue Might Exist-Such as Wrong Reporting of Wages, Self-Employment, Etc.

November 19, 1985

1. STATE: South Dakota
2. CONTACT PERSON: Dennis D. Angerhofer
3. TELEPHONE: (605) 622-2005
4. TITLE OF PROJECT: Interim Quality Control Program

Beginning in October and through November 25, 1985, South Dakota implemented a "gearing-up" type Quality Control Program. During this period, each investigator was assigned one case per week. A total of twenty cases were selected each week. From the twenty, cases were assigned that appeared to be fairly routine and close to the investigator's home area. The Quality Control Questionnaire and Coding Sheets were used along with most of the forms used under Random Audit. Travel was to be held to a minimum. Method of verification was optional. Field Staff were encouraged to explore different auditing alternatives and provide input on form changes.

Beginning with November 25, South Dakota will be moving from the gearing-up stage to implementation of a more "formal" interim Quality Control Program. Eight to ten cases will be selected and assigned each week until we reach one hundred samples. This should be the first part of February, 1986. Features of this interim program will be:

- * Other than in-person verification will be encouraged as long as final outcome of audit is not diminished.
- * Method of base period wage verification will be modified for those employers whose previous audits always proved to be correct and accurate. The same type of wage and separation data will be collected except that a written record of wages by pay period will not be required IF the Investigator believes there is no reason to do so.
- * Quality Control Questionnaire and Coding Sheet will be utilized. Only questions pertaining to UI eligibility will be solicited from the claimant.
- * As much UI data will be manually down-loaded as possible prior to the case being sent out to the investigator. (Approximately twenty elements).
- * Investigators will be pursuing all issues affecting the key week. Depending upon the non-key week issue, many of these issues will not be pursued to the degree they were under Random Audit. These issues will be deferred to the Benefit Section or BPC.
- * The PRO 380 will be used to collect, store, and retrieve all data. A considerable amount of time will be devoted to developing program and case management reports as well as statistical reports.

- * Quality Control forms and auditing procedures and methodologies will continue to be reviewed, updated or eliminated. The objective here is to eliminate anything that is unnecessary, redundant, and not directly related to an effective and factual outcome of the audit.

DDA/dz

November 19, 1985

1. STATE: South Dakota
2. CONTACT PERSON: Dennis D. Angerhofer
3. TELEPHONE: (605) 622-2005
4. TITLE: Conversion of Random Audit case data to PRO 380 data base.

Four quarters worth of Random Audit data will be converted and input to the PRO 380. This includes April 1984 through March 1985. All the Field Staff were involved in converting their respective Random Audit cases. The Quality Control coding sheet format was used as the conversion document. The main objective in this conversion was to develop a basic informational record. Many of the coding items required in Quality Control were not converted. Elements not converted included:

Vocational/Tech Training, Currently In Training, Occupational Code - Last Job, Occupational Code - Seeking Work, Household Status, Dependents, Public Assistance, Household Income, ERP's, Last ERP's, Prior Non-Separation Issues Determined, Date Of Last Separation, Recall Status, Tax Rate, Industry Code, High Quarter Earnings - Before and After, elements dealing with Earnings, Deductions, and Other Income, Private Employment Agencies and Referrals, and Union Referrals.

All 400 cases have been converted onto coding sheets. Only about 10% of data has been entered into the PRO 380. The Field Staff spent a total of 120 to 150 hours converting the records. Entry time into the PRO 380 will take about 80 to 100 hours.

DDA/dz

November 19, 1985

1. STATE: South Dakota
2. CONTACT PERSON: Dennis D. Angerhofer
3. TELEPHONE: (605) 622-2005
4. TITLE: Development of a State Quality Control Operations Handbook.

Over the last several months some of my staff have been involved in writing this handbook. A majority of the writing and editing has been done by one staff person. The work on this handbook was begun because of the requirement contained in the proposed Quality Control regulations. What ever the outcome of these regulations, South Dakota will complete and publish this handbook for use by our Field Staff. We are about 75% complete at this time.

DDA/dz

November 19, 1985

1. STATE: South Dakota
2. CONTACT PERSON: Dennis D. Angerhofer
3. TELEPHONE: (605) 622-2005
4. TITLE OF PROJECT: Local Office Unemployment Insurance Reviews

OBJECTIVE: Determine Local Office compliance with UI Law and Policy.

DESCRIPTION OF PROJECT: Depending upon a Local Office's active claim load, a sample of active claims were selected and extensively reviewed. A sample of a Review Worksheet is attached. Usually, a typical Review consisted of examining thirty to forty-five active claims. The Review occurred within the Local Office. Local Office records along with Central Office computer generated data were used as the basis for the record review. No interviews were conducted with claimants. The Review Team usually consisted of two or three Quality Control staff persons.

RESULTS: All eighteen Job Service Offices reviewed during a four month period.

PLANNED COMPLETION: See RESULTS.

PLANS FOR USE OF RESULTS: Review results will be used to rate performance of Local Office Managers in their annual performance appraisal. Individual Local Office reports include Findings and Recommendations for improvement in areas of deficiencies.

STAFFING REQUIRED: A typical Review (forty-five Review claims) normally required three Staff people spending two and one-half to three days in a Local Office; one day of travel; and another eight to ten hours spent by the "lead person" writing a preliminary report.

UI ON-SITE REVIEW WORKSHEET

Local Office	Date
Reviewer	
1. Number of weeks filed (Exclude 'E' weeks)	
2. Identity verification contained in file? (Y = found, N = none found)	
3. Claimant registered/exempted for work search and J. S. Registration? (Y=properly reg./exempted, N=im- properly reg./exempted)	
a. Was claim code classification assigned cor- rectly? (Y=yes, N=not proper)	
b. Sufficient documentation to defer work search; i.e. on call, union, other? (Y=proper, N=not sufficient, (-)=doesn't apply, w.s. not deferred)	
c. If exempted initially, was claimant properly instructed to reg. after 10 weeks? (Y=proper, N=not sufficient, (-)=doesn't apply)	
d. If exempted from in-person w.s., was there proper documentation in file? (Y=sufficient, N=not sufficient, (-)=doesn't apply)	
4. Was the 511 active during claim series? (Y=was active, N=not active, (-)=claimant not req. to reg.)	
5. Was the 511 properly identified as claimant? (Y= properly ident., N=not ident., (-)=claimant not req. to reg.)	
6. Does at least one of the occ. codes reflect base period employment? (Y=properly reflected, N=not reflected, (-)=claimant not req to reg.)	
7. Were required eligibility forms completed on timely basis and located in file - 253E, 203? (Y=properly completed, N=requirement not met)	
a. Does 253E and 203 contain proper signatures? (Y=contain proper sign., N=sign. not proper)	
8. Were 253's completed timely and according to code classification - frequency of PRI's? (Y=properly completed, N=not properly completed, (-)=not req.)	
a. Does 253 contain proper signature? (Y=contain proper sign., N=sign. not proper)	
9. Were "Q" holds properly applied for failure to report? (Y=hold req & properly applied, N=hold req not properly applied, (-)=holds not required)	
10. Is claimant skilled in high demand occupation? (Y=yes, (-)=not in high demand, or not reg.)	
1. If yes, was claimant referred to any job openings? (Y=referred, N=not referred, should have been, (-) =no referrals, not a problem)	
2. Were E.S. support services provided to claimants if needed to become employable? (Y=services provided & needed, N=services needed, not provided, (-)=ser- vices not needed)	

[illegible]

Reviewer

Date

3. Were potential issues resulting from referral, call-ins, and refusals documented and referred? (Y=proper follow-up on potential issues, N=improper follow-up, (-)=no referrals)
 - a. Were claimants properly identified on order? (Y=yes, N=no, (-)=NA)
4. All potential eligibility issues detected and adequately documented? (Y=issues detected & adequately documented, N=issues undected or inadequate documentation, (-)=no issues)
 - a. Ability to work/availability
 - b. Schooling or training
 - c. Transportation
 - d. Physical limitations
 - e. Personal limitations
 - f. Child care
 - g. Shift work
 - h. Wage/hour limitations
 - i. Self-employment, commission sales, farm work
 - j. Work/earnings
 - k. Other
5. If claimant was receiving vacation pay, severance, pension, social security, or other type of income, was it identified and properly referred to the Benefit Section? (Y=issues properly detected, N=issues improperly detected or inadequate documented, (-)=no issue)
6. Is there evidence that at least one of the job contacts have been verified by phone or mail by at least the second PRI? (Y=contacts properly verified, N=verification required, not done, (-)=verification not due or claimant not req. to reg.)

1. STATE: Utah
2. CONTACT PERSON: Robert A. Comfort
3. TELEPHONE NUMBER: (801) 533-2029
4. SUMMARY OF WORK UNDERTAKEN:

a. Title of Project: Quality Control

b. Objectives:

- (1) To become proficient in the QC mode and to acquire experience in QC in order to be ready when Utah goes on-line officially;
- (2) To provide useful feedback on the feasibility of the QC system as designed;
- (3) To compile statistics which may be useful in the future;
- (4) To develop QC forms for state use, particularly in the questionnaire and the DCI; and
- (5) To develop skills on the microcomputer as well as to install and operate all the peripherals.

c. Description of Project and Results to Date:

Utah's unit has operated in the QC mode as established, with some modifications or additions as mentioned below:

- (1) Telephone verification of work search contacts if: (a) the claimant is deferred, or (b) the contact to be verified is further than 30 miles from its investigation site and there is no other reason to go in that direction, or (c) the contact is in addition to a work search effort which already meets the local office standard or is part of a work search effort which cannot be considered acceptable.
- (2) Telephone verifications of intervening employment if requalifying for UI eligibility or its separation reason is not relevant.
- (3) Telephone verification of school attendance if the key week is not affected.
- (4) Interstate request for verification to be mailed directly to employers (with a cover letter designed for this purpose) in states where QC teams are not handling such requests.
- (5) "Cluster sampling:" the random sampling of a local office or offices, which may eventually be combined with or replace local office audits currently being conducted by Benefit Payment Control.

- (6) Ongoing feedback being provided to regional and national staff on the need for clarification of coding instructions and other QC program elements.
- (7) Revision of all Random Audit forms to meet QC standards and needs.
- (8) Modification of the QC Claimant Questionnaire; deleting certain sensitive, possibly offensive questions, without compromising QC's standards or needs.
- (9) Addition to the DCI of Screen I (state options), including information on how the claimant assesses his treatment by the local office, as well as case and travel time, and number of miles for the case in question.

d. See above.

e. Planned Completion Date:

The beginning of the regular Quality Control Program

f. Plans for Use of Results:

To move into the official QC operational mode as efficiently and effectively as possible.

g. Staffing Required to Conduct Project:

1 Supervisor, 5 Investigators, and 1 Secretary.

5. ADDITIONAL PROJECTS PLANNED:

- a. Proposed to do a pilot project on auditing employer contributions.
- b. Possible addition of items to Screen I (state options) in the DCI related to primary wage earner information and family size.
- c. Further modification and experimentation with "cluster sampling."

6. COMMENTS:

The Utah Quality Control Program staff continue to have questions and concerns about certain unclear or possibly faulty items on the DCI and Claimant Questionnaire. We also would like to know whether other states are counting or plan to count as payment errors minor, repeating ones in which no agency action is taken after QC identifies them; e.g., (a) failure to be ES registered, or (b) small monetary determination errors.

Possibly a Regional/National QC meeting with selected states would be in order to deal with these and other questions, problems, and concerns prior to the final development of QC forms and QC methodology.

Wyo.

Suggested Format

1. State: Wyoming
2. Contact Person: G. McFall
3. Telephone Number (307) 235-3297
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project Employer reporting on Data Tape.
 - b. Objectives(s) To inform employers of this option and find out how many are able or interested in converting to tape.
 - c. Description of Project List all employers, contact all with over 100 employees by mail and by phone.
 - d. Results to Date Good - much interest expressed and 5 employers have converted to tape.
 - e. Planned Completion Date
Continuing project to continue to increase tape usage.
 - f. Plans for use of Results Tape reporting will cut costs to both State and employers and be more accurate.
 - g. Staffing Required to Conduct Project
One full time person.
5. Additional Projects Planned:
6. Comments:

Total time spent on the initial planning, set up and contact was approximately six weeks. The follow up and continuing contacts are being made by Contributions personnel. Use of tape reporting will eliminate many wage errors discovered by Random Audit resulting from key punch errors and omissions.

Suggested Format

1. State: Wyoming
2. Contact Person: R. Overall
3. Telephone Number (307) 777-7811
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project Investigation of continuing eligibility of recipients of Disaster Unemployment Assistance.
 - b. Objectives(s) To make on sight reviews of claimant's premises to determine progress in restoring claimants to self-employment.
 - c. Description of Project Visit claimants business location, interview claimant and inspect rebuilding progress to be certain continued unemployment is directly
 - d. Results to Date satisfactory
 - e. Planned Completion Date
December 31, 1985
 - f. Plans for use of Results -
To insure proper payment of Disaster Unemployment Assistance benefits.
 - g. Staffing Required to Conduct Project
One person
5. Additional Projects Planned:
6. Comments:

*c. attributable to the disaster.

Suggested Format

1. State: Wyoming
2. Contact Person: S. M. Wharton
3. Telephone Number (307) 235-3691
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project Field audit review and investigation of employees listed on payroll records.
 - b. Objectives(s) To determine if employees listed by employer on audit as contract labor or outside contractors were that in fact or were employees.
 - c. Description of Project Trace names-secure phone numbers and/or addresses. Contact all possible and conduct a structured interview.
 - d. Results to Date Several listed as other than employees, were in fact employees under the law.
 - e. Planned Completion Date Completed.
 - f. Plans for use of Results Agency will take legal action to force employer to properly report wages and pay taxes on same.
 - g. Staffing Required to Conduct Project One person
5. Additional Projects Planned:
6. Comments:

This project was time consuming since the employees in question were from records for 1982-1983-1984. Thus the tracing process was difficult. Many of the contacts had to be made in the evening or on weekends.

Suggested Format

1. State: Wyoming
2. Contact Person: S. M. Wharton
3. Telephone Number (307) 235-3691
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project Review claim history for Employment Security Commission employees receiving part total U.C. benefits.
 - b. Objectives(s) To determine if work schedules were being altered to affect amount of benefits claimant was entitled to receive.
 - c. Description of Project Studied hours allocated, annual leave time, sick leave time and earnings reported for each employee claiming.
 - d. Results to Date One employee was found to be working less hours than allocated in order to receive benefits. A second was questionable.
 - e. Planned Completion Date
Completed.
 - f. Plans for use of Results -To correct receipt of benefits by those employees not entitled to them.
 - g. Staffing Required to Conduct Project
One person.
5. Additional Projects Planned:
6. Comments:

The project will be reinstituted whenever Employment Security Commission employees are subject to reduced hours and thus possible candidates for part total claims.

Suggested Format

1. State: Wyoming
2. Contact Person: S. M. Wharton
3. Telephone Number (307) 235-3691
4. Summary of Work Undertaken (for each project individually)

- a. Title of project Field investigations of randomly selected continued claims reporting partial earnings or return to work.
- b. Objectives(s) To insure correct reporting of earnings by claimants and employers and proper cessation of claim filing on return to work. ***
- c. Description of Project Following modified Random Audit technique, investigators travel to claimants location and conduct investigation.
- d. Results to Date
To date, 31% of claims investigated resulted in overpayments totalling \$19393.00
- e. Planned Completion Date
On resumption of Quality Control Program.
- f. Plans for use of Results To review procedures in an effort to eliminate errors resulting from improper reporting of earnings.
- g. Staffing Required to Conduct Project
Six people.

5. Additional Projects Planned:

6. Comments:

During these investigations, additional areas were reviewed, such as work search, separation and job attachment. Errors in these areas accounted for a portion of the overpayments noted above.

***b. Establish any overpayments found.

Suggested Format

1. State: Wyoming
2. Contact Person: Wendy Schuetz
3. Telephone Number (307) 235-3694
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project
Protest and Appeals - Review of problem areas.
 - b. Objectives(s) Handle benefits protests and appeals referrals to determine if problems evident follow same pattern as those found in random audit.
 - c. Description of Project Receive, review and process claimant protests.
 - d. Results to Date Protests are current and a general conclusion is basically the same problem areas found in Random Audit are causing a large number of ***
 - e. Planned Completion Date
Completed.
 - f. Plans for use of Results -
Used by Benefits Section to review policies and procedures.
 - g. Staffing Required to Conduct Project
One person.
5. Additional Projects Planned:
6. Comments:

Staff member worked in the Benefits Section fo a four month period and actually handled the work associated with claimant protests.

***d. the protests.

Suggested Format

1. State: Wyoming
2. Contact Person: George Cannon
3. Telephone Number (307) 235-3692
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project RunBenefit payment cross match program for B.P.C.
 - b. Objectives(s) To find claimants' unreported earnings.
 - c. Description of Project Review computer listing of claimants drawing benefits vs employers wage reports and where matches occur initiate investigation.
 - d. Results to Date
Thirty overpayments confirmed and established.
 - e. Planned Completion Date
Completed.
 - f. Plans for use of Results Deny benefits and/or set up overpayments. This action helps improve the integrity of the benefit payment system.
 - g. Staffing Required to Conduct Project
One person.
5. Additional Projects Planned:
6. Comments:

When a match between the employer's wage listing and a claimant was found, a request for more specific work dates and amounts earned was sent at once to the employer. If verified facts were received back; the claimant was advised and an overpayment established, if appropriate.

Suggested Format

1. State: Wyoming
2. Contact Person: G. McFall
3. Telephone Number (307) 235-3297
4. Summary of Work Undertaken (for each project individually)
 - a. Title of project Employer contact for past due quarterly wage reports.
 - b. Objectives(s) To reduce past due reports and thus increase contributions and decrease monetary errors and wage protests.
 - c. Description of Project Secure listing of employers with past due reports and contact via telephone.
 - d. Results to Date
Percentage of employers with past due reports down significantly.
 - e. Planned Completion Date
Completed.
 - f. Plans for use of Results -To improve contribution currency and eliminate many wage protests resulting in erroneous payments.
 - g. Staffing Required to Conduct Project
One full time person.
5. Additional Projects Planned:
6. Comments:

This project took two weeks to complete. Plans are to continue this type of personal contact immediately after the end of each quarter. Not only does receipt of the past due reports safeguard the employers from a possible tax increase, it gives our wage record the most current data, thus insuring more prompt, accurate benefit payments.

State: Nevada

Contact Person: Dave Peairson

Telephone: 702-885-4515

Summary of Work Undertaken:

Nevada did use some alternative methods of investigation but did not keep quantifiable results.

a. None

b. To determine effectiveness of mail and telephone interviews.

c. Originally, specific cases were designated as Control and others as Alternative. Later, the choice of how to investigate was left to the individual so that most cases were a mixture of in-person, mail and telephone.

d. The investigators felt that in-person verification of Base Period Wages was definitely the best method. Mail and telephone verifications tended to confuse employers, be incorrect and take more time for both QC and the employer. Work search verification appears to be as effective by telephone as by in-person especially where employers don't take applications. An in-person interview is needed only when an issue is raised. The investigators also felt that employers responded better to telephone separation verification especially when they had returned the form.

e. QC startup.

f. None

g. Normal QC staff.

1. State: Alaska
2. Contact Person: Steven Schlaffman
Quality Control Supervisor
Pouch 3-7000
Juneau, Alaska 99802
3. Telephone Number: (907) 465-3000
4. Summary of Work undertaken:
 - a. Title of Project: Quality Improvement Project (QIP)
 - b. Objective(s) of Projects: To design a system whereby significant error finding can be evaluated and cost effective controls developed.
 - c. Description of Project: Initially, this involved a review of data sources currently available within states. Once these resources were identified a methodology was developed whereby this data could be brought together so that it could be a significant part of the QIP design and priorities set.
 - d. Results to Date: A system has been developed; however, it is currently undergoing final review by Region X, staff.
 - e. Assessment of Project: It is the contention of this agency that the QIP program will be a logical extension of the Quality Control program. It will be a vital tool in reviewing significant error areas and development of cost effective controls and safeguards.
 - f. Suggestions for Modifications: NA
 - g. Estimation of Cost Saving: NA
 - h. Planned Completion Date: November 1985
 - i. Plans For Use of Result: The QIP program is to complement the Quality Control program to complement the Quality Control in the development of system controls.
 - j. Staffing Required to Conduct Project:
The developmental stage required the full time efforts of one field investigator, with minimal support from the Quality Control Supervisor and clerk. Once the program is in place it will become part of the Quality Control program without significant impact on any single individual.
5. Additional Projects Planned: Core Quality Control Effective December 15, 1985, utilizing Quality Control software release 1.1.
6. Comments: None.

U.I RANDOM AUDIT/QUALITY CONTROL SPECIAL PROJECTS

1. State: Idaho
2. Contact Person: Jane Barber, Quality Control Supervisor
3. Telephone Number: (208) 334-2238
4. Summary of Special Projects:

A. Quality Control Telephone Audits Pilot Project

Start Date

August 1, 1985

Objectives of Project

To gain key week statistics for comparison to the prior five quarter Random Audit statistics to determine the accuracy and validity of telephone audits.

Description of Project

Random Audit procedures are being maintained with the exception of all contacts with claimants, employers and interested parties are made by telephone rather than by in person contacts. In instances where a telephone contact is not feasible or suitable, a certified letter is sent to the appropriate company or individual. Personal contacts are made only as a last resort and are kept to a minimum in order to complete the investigation. Two (2) Auditors are assigned a total of seven (7) cases each week.

Results to Date

As of this report date, it has been found that seventy-five percent (75%) of the base period, lag and intervening employers are willing to provide the requested information within a three day turnaround. Twenty-five percent (25%) have asked for a written request to be sent due to their company's policy in regard to giving information over the telephone. Employers appear to be more willing to accept the telephone auditing methodology compared to the on-site visit as it takes them less time to actually complete the request than it did to meet with an Auditor on such a short notice.

All other contacts such as medical, union, Social Security Administration, schools and child care facilities are verified by telephone or by certified mail. The one exception was a personal visit to the Immigration and Naturalization Service which was at their request.

One-hundred percent (100%) of the work search verifications have been completed by telephone. There appears to be no difference in the amount or type of information received when the verification takes place by telephone versus an in person visit. The ratio between verifiable and not verifiable contacts has been consistent with Random Audit statistics.

Assessment of Project

During the Telephone Audits, claimants are more receptive to the questionnaire as compared to meeting at the Local Office for an interview. This is partially due to the claimant not having to incur travel expenses getting to the Local Office; not having to take time off either before or after work to complete the questionnaire in person; and not having to report to an interview on short notice. The Job Service offices have been very receptive to meeting our requests to locate, copy and mail all pertinent information related to the investigation.

Suggestions for Modification

The forms currently being used for the Telephone Audits are a revised version of the Random Audit forms. If the Telephone Audits were to become a part of Quality Control methodology, the forms would need to be revised in order to use the same form for telephone, mail and in person verification.

Estimation of Cost Savings

As a result of this project, it has been found that the caseload could be increased by fifty percent (50%) or the staff decreased by fifty percent (50%) and still maintain the high level of accuracy due to the Auditors incurring no travel time. Because there has been no travel time, the Auditors have incurred no overtime either. The travel budget would be greatly decreased due to the minimal travel.

Planned Completion Date

At present, the Quality Control Unit plans to continue with the Telephone Audits until the implementation of the Quality Control program.

Plans for Use of Results

At the end of this project, a report will be submitted to the State Administrators detailing statistics for the following areas:

- Base period wage information by mail and in person
- Work search by mail and in person
- Intervening wage information by mail and in person
- All other interested parties information by mail and in person

- Total claimants deleted from the sample and the cause
- Relevant comparisons between in person audits and Telephone Audits

The report submitted to the State Administrators will also be submitted to the National Office, Department of Labor for their review and comments.

Staffing Required to Conduct the Project

Two Claims Auditors and one Secretary are assigned to this project on a full-time basis.

B. Quality Control Tax Pilot Project

Start Date

August 1, 1985

Objectives of Project

To evaluate the "operation" and "delivery of service" in the Tax program.

Description of the Project

This is to be done utilizing a mixture of established Federal performance and promptness standards, workload validation requirements and an in-depth review of tax receipts and field audits in order to identify errors and causes and to track and correct solutions to problems. Evaluations will be accomplished by utilizing documents retained in the Administrative Office.

Results to Date

The information gathering phase has been completed. The team assigned to this project will first design a quality control program in the field audit area. Seven alternatives have been formulated as to the methodology to be employed. The team also has a proposed list of the elements to be included in the review.

Assessment of Project

Since this project is still in the design formulation stage, assessment of the project is not appropriate at this time.

Suggestions for Modification

This project has not progressed far enough to be able to suggest modifications to the project.

Estimation of Cost Savings

Incorporation of Tax into the Quality Control program would be an addition to the currently proposed program and would not result in a cost savings. However, if the Tax area were incorporated into the Quality Control program, effective corrective action could have an impact on the U.I. Trust Fund.

Planned Completion Date

It is anticipated that the study will require six months to complete. Tentative completion date is February 1, 1986.

Plans for Use of Results

A Quality Control Tax Review Manual will be drafted by the team members and submitted to the State Administrators for their review and comments. A pilot project proposal will also be submitted to the State Administrators for their review and comments and forwarded to the National Office, Department of Labor.

Staffing Required to Conduct the Project

At the present time, two Claims Auditors are the only employees participating on a full-time basis in this project. Tax technicians are available as needed for conferences. The participation of a Management Analyst will most likely be required prior to completion of the project.

C. Random Audit Statistics Special Project

Start Date

June 6, 1985

Objectives of Project

To provide a more in-depth look at the data previously gathered by Random Audit concerning the three (3) leading causes of errors for the five (5) calendar quarters between January 1984 and April 1985 for the purposes of corrective action and management decision making.

Description of Project

Source documents from the Random Audit case files were used to gather additional statistics in order to clarify the causes and determine any commonalities that may have caused the errors. The three (3) leading causes of errors were evaluated. These error causes were 1) work search 2) claimant misreporting partial earnings and 3) employer misreporting base period wages. Specific data elements were extracted from the existing documents and these elements were entered into a computer database to allow extensive comparisons to be made.

Results to Date

The data produced more detailed information regarding who caused the errors and whether or not the errors centralized in a particular office, area or location.

Assessment of Project

The conclusions were utilized by the Executive Staff to determine if further in-depth projects needed to be developed.

Suggestions for Modification

In the future, more detailed information will be available from the onset by utilizing the Document Control Instrument (DCI), the capabilities of the DEC PRO 380, and the Quality Control software Query Maker functions.

Estimation of Cost Savings

Effective corrective action could eventually have an impact on the U.I. Trust Fund. However, the actual cost savings cannot be determined at this time.

Planned Completion Date

This project was completed on July 18, 1985.

Plans for Use of Results

The conclusions did generate two additional special projects. These two projects included an analysis of the firms identified as having wage reporting problems, and an analysis of Local Office procedures to determine why "work search" and "partial earnings" continue to be identified as leading causes of errors.

Staffing Required to Conduct the Project

This project was completed by one Claims Auditor working on a full-time basis and one Secretary working on a part-time basis.

D. Analysis of Base Period Earnings Reporting Errors Project

Start Date

August 1, 1985

Objectives of Project

To gain information from employers who have been found to have reporting errors, in order to determine causes of the errors and to suggest alternatives that would increase the reliability of the reported base period earnings information.

Staffing Required to Conduct Project

This project was completed by one Claims Auditor working on a full-time basis and one Secretary working on a part-time basis.

E. Partial Earnings and Work Search Project

Start Date

August 1, 1985

Objectives of Project

To recommend new procedures and/or policy at the Administrative and/or Local Office level to minimize the occurrence of misreporting of partial earnings and the non-existence of work search contacts by the claimant.

Description of Project

A survey questionnaire was sent to all Local Offices and appropriate Administrative Bureaus that could contribute to the solution. The survey consisted of a set of questions designed to solicit creative ideas to improve the partial earnings and the work search process. The work search portion of the survey encompassed the Eligibility Review Program (ERP) process since it is a vital part of the work search follow-up. The information gathered encompassed how the following tasks are currently done and how they could be improved:

- The Benefit Rights Interview (BRI)
- The ERP process
- Partial earnings
- Forms
- Communication
- The work search process

The Local Office Managers were asked to complete the questionnaire utilizing the knowledge and expertise of their staff. The survey questionnaire was returned by the managers. The results were analyzed and the findings were submitted in a report to the State Administrators for their review and comments.

Results to Date

As of this date, there have been no decisions made regarding the findings of the study.

Assessment of Project

This project was extremely valuable in that it provided numerous recommendations for corrective action regarding the partial earnings and work search problems.

Suggestions for Modification

No suggestions for modification have been received. This project was modified prior to its completion.

Estimation of Cost Savings

If implemented, the corrective action recommendations could ultimately provide a cost savings to the U.I. Trust Fund.

Planned Completion Date

This project was completed on October 11, 1985.

Plans for Use of Results

As of this date, there have been no plans formalized for use of the results.

Staffing Required to Conduct Project

This project was completed by one Claims Auditor, one staff person from Operations Support and one Secretary. The Operations Support person and the Claims Auditor worked on the project on a full-time basis. The Secretary worked part-time.

F. Quality Improvement Project

Start Date

August 5, 1985

Objectives of Project

To develop a quality improvement program in order to improve the quality and integrity of the U.I. program.

Description of Project

The team members for this project included at least one representative from each of the States in Region X and five (5) U.I. Specialists from Region X. The majority of the project work was conducted in Region X by the entire team.

The project utilized the existing data sources in the U.I. system to develop a method of identifying the areas in the U.I. processes where errors occur. The effectiveness of existing controls that are in place to prevent errors was reviewed. Additional system controls were developed and the cost effectiveness of

5. Additional Projects Planned:

At this time, Idaho has not planned for any additional projects.

6. Comments:

Although the delay in the implementation of the Quality Control program has been unfortunate in some respects, it has given Idaho a unique opportunity to utilize the Quality Control staff for the above projects. Hopefully, these special projects will allow management to learn enough detail about the problems identified by Random Audit to be able to design responsive and cost effective corrective actions.

Eligibility Review (ER) Evaluation Proposal

Oreg

Due to the Agency's increased emphasis on the Eligibility Review and the implementation of the automated system of screening and scheduling of ER's, we proposed an ongoing monitoring tool to measure the effectiveness of the ER in assisting individuals return to work. Both local office and statewide data will be gathered. The monitoring proposal will contain two phases.

Phase 1 will involve the monitoring of the statewide monthly ER obtained employment figure. This statistic can be obtained through the Employment Service Automated Report System (ESARS). This will provide a conservative estimate on the number of individuals returning to work subsequent to the ER. In order to be included in this statistic, the claimant has to file an additional claim, show partial earnings on their claim form or indicate his/her return to work on the certification within 90 days of the ER. It should be pointed out that the local office can manually update the EROE file should they obtain information that a claimant has returned to work after the ninety day period has passed. We will be making a monthly comparison of the ER's given and EROE totals to determine if, over an extended period of time, a correlation exists between the two statistics.

Phase 2: On a quarterly basis each local office will have 3% (or approximately 475 claims statewide) sampled with each office having a minimum of ten selected. The sample list will be randomly selected for each local office by data processing from the ER's given during the first two weeks of the calendar quarter. The sample size (3%) was chosen because it provides a manageable workload and still gives representative information. The local offices will be provided a list of the ER's that are to be reviewed and will be responsible for providing copies of the relevant documents (initial claim form, eligibility profile, work plan, work search and resulting verifications) to the reviewing staff in Central Office. The local office will submit the documents at the time all phases of the ER are complete. All ER information from the selected samples must be received by the review staff no later than the Monday of week 8 of the calendar quarter. Once received the percentage of acceptable ER's will be determined. The ER's will be reviewed to detect any of the following errors:

- 1) An ER was given when one was not needed.
- 2) There was no Work Plan or denial.
- 3) The Work Plan was too vague.
- 4) The Work Plan does not specifically address the previously identified needs or missed issues.
- 5) There is no follow-up (including but not limited to work search verification), or
- 6) Failure of the local office to reset the ER week.

During the eighth week subsequent to the ER, we will begin to compare each claim record to the claimant placement file. When the eighth week is claimed, or is due to be claimed, the EROE file will be reviewed to determine the percentage of claimants who have returned to work. In addition a questionnaire (attached) will be mailed out to those claimants who stopped reporting, for reasons unknown to the Agency, following the ER. By doing this we will attempt to determine the reason they are no longer claiming benefits. There will be no attempt to follow-up on the questionnaires not returned. From those questionnaires received, the EROE file will be updated for the claimants who have returned to work, and the Agency will have a more accurate picture of the obtained employment totals.

The quarterly report will rank the local offices by percentage of ER acceptability, and indicate if the desired level of achievement was met. In addition, each local office will receive a report listing the specific reason(s) for unacceptable ER's. Also statewide trends for unacceptable ERs will be shown. Those offices not meeting the desired level of performance (75% acceptable ER's) could be offered training and/or technical assistance through Program Support or by local office personnel on career developmental assignments. The report will be completed on the final working day of the first month following the end of the calendar quarter.

The implementation of this study will be the 1st quarter of 1986. The automated computer enhancements should be available by this time. The special request for data processing could be made in December, 1985 for the sample selection. The anticipated staff for this study will be 1.5 positions.

Benefit Rights Interview Study

The purpose of the study as originally designed was to provide data regarding the effectiveness of BRI sessions. The study would hopefully help determine if a BRI had any affect on the claiming and the receipt of UI benefits.

Two groups of claimants were created for the purpose of this study. There was the experimental group designated "Group X" and there was the control group designated "Group Y". The former group was given an intensive BRI. The information provided gave the claimants extensive information regarding Able, Available and Actively Seeking Work requirements. Additionally, the claimants were given information to make them more aware and conscious of what constitutes fraud, its penalties and consequences. Specific warnings regarding the failure to report all earnings, AAA limitations, and failure to provide truly and accurately a claimant's last employer and reason for separation were explained. Group Y claimants were given the "standard BRI" which consisted primarily of an explanation of the UI system and how a person would complete forms. No particular emphasis was placed on meeting AAA requirements or on Fraud deterrence. It was decided that 100 cases should be sampled. Fifty of the cases would be from each group.

Once the selection process was completed the claimants were each sent a "claimant questionnaire". Included in the mailing was a postage return envelope sent to increase the amount of claimant participation. The questionnaire requested various data items concerning the claimant's last employment, AAA limitations, deductible income and work search information.

Copies of all documents found in the local office claims file were obtained and copied. These files were reviewed to acquaint the investigator with the records of the selectees, and information concerning the employers involved. Cases were also reviewed for potential inadequate fact finding by local office staff, potential missed issues, or improper procedures which may have been followed. All non-monetary decisions were reviewed for accuracy and fact finding completeness. Possible mis-rep problems already uncovered by the local office were also noted by the investigator.

The last employers of record at the time the claimant filed the claim were also sent questionnaires. This document requested the employer certify the last day of employment, the reason for separation, and any information that might cause the claimant to be disqualified from benefits.

Upon return of the claimant questionnaires, the document was reviewed for completeness and for potential discrepancies with the original application for unemployment insurance. The claimant's efforts to find work during the key week were reviewed and contacts listed were sent a "work search verification questionnaire." If the claimant failed to submit sufficient information to send a verification document, a further request for information regarding the work search was sent. In some cases this information was obtained by telephone but in most instances it was found the claimant could not be contacted by telephone and the mail method was used to obtain the information.

After return of the work search questionnaires, these documents were reviewed to determine if there were potential problems or if the claimant needed to present additional information to verify that the contact was actually made.

Non-monetary issues uncovered during the course of the investigation were referred to the local office adjudication staff. Potential fraud issues were referred to the area Fraud Investigator for resolution. When their

Investigations were completed, the investigator reviewed the work for thoroughness and accuracy. If it was felt that an insufficient investigation had been made, the additional information was obtained by the investigator. That information was then submitted to the supervisor of the person who had conducted the fact finding. Determination of payment error was based on the investigator's judgment, not on the actual outcome of the adjudicator of Fraud Investigator's conclusions.

At the conclusion of the investigation, the case was summarized in written form. A discussion of each case was prepared. A summary sheet was prepared. The result of each investigation was then tallied. These were batched and provided the numbers upon which to base conclusions from this study. The results of this review will be summarized in a paper which will discuss the survey and any implications that may be found or implied for the agency or the local office.

This project is in the final stages of completion for one local office. Consideration is being given to provide this evaluation for other local office managers for consideration in changes to their benefits rights interview process.

The Random Audit data suggested a high level of undetected separation issues, primarily voluntary quits. The data was not conclusive as to the real source of these missed separations. We have come up with a plan that we feel will address the major areas where these errors could occur. Our plan looks at two processes: partial earnings and employment used to satisfy a previous disqualification. Both of the plans will require the assistance of data processing.

Our plan for dealing with separations which may be occurring in the partial earnings process begins with a computer selection of claims which meet specific criteria. The computer will generate a list of those claims where partial earnings have been reported with a subsequent break of two or more weeks and where benefits have later been paid without the filing of an additional claim. The extent to which undisclosed separations occur when there is a break in partial earnings is unknown. We propose to use the RA/QC staff to contact the claimants by phone to ascertain from them the name of the employer, the last day worked and the reason for separation. These employers would then be contacted (again by phone) and any undisclosed separations or earnings issues adjudicated. If appropriate, the case will be referred to Audit and Investigations. With this system we will be doing two things: 1) Fixing any problems as they occur and 2) Determine the extent to which errors may be fostered by not asking for the employers name when earnings are reported or when an AC is not taken following a break in earnings. This data may be helpful to the Work Simplification project and to any design of a new, automated 354 (type) system.

Our second proposal will deal with errors which might result, during a claim series, from the requalification provisions. Again, the first step will involve a computer generated list of claims which meet the following requirements. If the claimant was disqualified under 657.176 and subsequently filed an additional claim, we will select from that group those claims where the week of disqualification and the AC week are 10 or less weeks apart. The RA/QC staff will then send a "calendar" type letter to the employers listed on the AC's requesting verification of the dollars earned and reason for separation. A telephone followup will be conducted with those employers who do not respond within 10 days.

With this system we will correct any errors for those claims where employment did not actually exist, where the claimant failed to earn the required 4 X WBA and those cases involving an undisclosed separation. If the return from this project is high, this process should be incorporated into the regular Cross Match activities.

Upon review of Random Audit cases from the 1st quarter, 1985 through the week ending 4/27/85, a substantial amount of earnings discrepancies (overpayments and underpayments) were found. These discrepancies occurred because the claimant either failed to report or incorrectly estimated earnings during week(s) claimed. The discrepancies could have taken place in a current or prior benefit year, inside or outside of the key-week. Of the 136 total Random Audit cases examined, 23 or 16.9% had such discrepancies. Nineteen of the cases involved overpaid weeks, four involved underpaid weeks.

Because Random Audit methodology involved the extensive investigation of each claim, these cases were reviewed to determine if the current automated crossmatch system used by the Audit and Investigation Unit would have detected these earnings discrepancies. Of the 19 overpayment cases, only 8 or 42.1% were subsequently selected by the crossmatch system. Of the eight cases, four were found to be fraudulent. The average overpayment of the eight cases was \$386.37. Of the 11 non-selected overpayment cases, 2 were fraudulent. One of the fraudulent cases was not selected because the Wage Records Section failed to follow-up on an incomplete quarterly tax report. The other fraudulent case was not selected because the employer reported wages under the wrong Social Security Number. Seven of the eleven non-selected cases involved overpayments of under \$30.00 due to partial earnings violations. Even if selected by the crossmatch system, these cases would not have been pursued for misrepresentation due to cost effectiveness. One of the two remaining non-fraudulent cases were not selected due to agency error, i.e., failure to record the wages reported. The last non-fraudulent case, was not selected due to the employer's failure to report wages under the correct Social Security Number.

If the proposed automated Earnings Verification system, from the Work Simplification and Quality Improvement Project, had been in place, the partial earnings violations from the seven non-selected cases may have been detected. The average overpayment for these cases was \$16.28. Also, by detecting these overpayments, immediately, the claimant becomes aware that his earning reports are being monitored and this may provide a deterrent against subsequent earnings violations. By combining the current crossmatch and proposed automated verification system, 79% of earnings violations would have been detected provided the employer responded. If agency error could have been eliminated, 89% of the earnings violations may have been detected by either the 354 or crossmatch system. In addition, three of the four underpayments may have been detected by use of the 354.

In summary, the current crossmatch system is detecting the most flagrant earnings violations. From our sample, only one fraudulent case was not selected due to circumstances within the control of the agency. There will always be a certain percentage of earnings violations due to employer error and circumstances not controllable by the agency. However, by incorporating the automated earning verification system proposal with the crossmatch system, a much larger percentage of the earnings violations can be detected.



October 9, 1985

MEMORANDUM FOR: WALTER MARTIN

FROM: JEAN A. O'DONOGHUE

SUBJECT: The Unemployment Insurance Service (UIS)
Requirements for a Quality Control Hotline and
for Data Lines

The UIS Quality Control System is currently in the process of being implemented in all 52 States (excluding Virgin Islands) and in the 10 Regions. The National Office wrote the computer software and the program specifications and, as such, is the focal point for all implementation problems and questions. We are the only source available to answer questions relative to the program and the computer system. We anticipate a large volume of calls over the next two years. In order to assure a smooth transistion to this new program, a large number of staff at the National Office need to be available to respond to all questions and problems. We have targeted 20 key people to be available for the Quality Control Hotline.

The most appropriate system has been designed with your assistance. It consists of a Hotline workstation with four incoming lines on a rotary. Using call transfer, calls would then be sent to the appropriate respondent, each of whom would have an extra unique line on his phone instrument which would ring at his desk. (We have made allowances for these extra lines on the phone list Dave Richardson has.) This would entail a total of 24 additional lines needed, 4 for the Hotline workstation and one each for the 20 key people. Call transfer capability would be available to and from all 24 lines to allow for efficient operation of the network. Moreover, as most of the calls will originate off of the FTS network and since many States require an involved procedure for placing long distance calls, a toll-free 800 number will be needed for the incoming lines.

Further, the Unemployment Insurance Service is a heavy user of outside computer time-sharing services. Because of this, UI is requesting RJ11C jacks into each workstation for connection to a modem. This will allow for the flexibility we need due to increasing computer usage and due to an anticipation of personnel moves within the new space. We will also need a limited number of phone instruments for our acoustic couplers and our non-auto-dial modems, but as we have not yet completed a survey to finalize our needs, we will have to forward this information to you later.

If you have any questions, please call me at 376-7066.